# Understanding your bill on a payment plan

# Page 1.

### Account summary

Information detailed in this section is for reference as you are on a payment plan. To check your scheduled payments or the balance owing, please call us on

1300 132 003

## Energy usage and supply charges

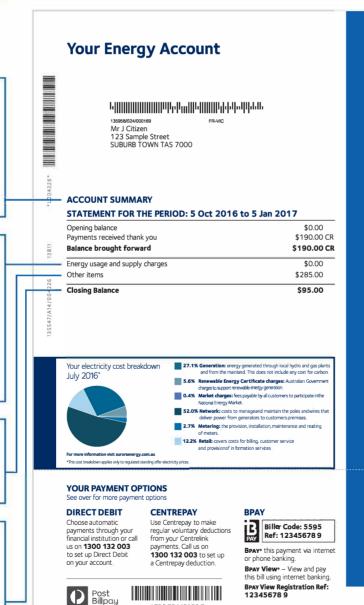
When you are on a payment plan arrangement these charges will not appear as a dollar amount. To check your energy usage and supply charges view "Your Supply Details" page of your bill.

#### Other items

The amount listed here relates to charges applied to your account since your previous bill.

#### Closing balance

The amount that is currently due for payment. If you are up to date with your scheduled payments, the closing balance will be \$0.00.





auroraenergy

1300 132 003 (Home) 1300 132 045 (Business)

**CONTACT US** 

Monday to Friday

auroraenergy.com.au

Aurora Energy Pty Ltd ABN 85 082 464 622

\$95.00

24 Jan 2017

123456780

05 Jan 2017

\$95.00

24 Jan 2017

123456780

<0000021844>

How to contact us and our Customer Service Centre operating hours.

#### Amount due

This shows how much you are due to pay in relation to your scheduled payments, not the balance of your debt. If you are up to date with your payments, this amount will be \$0.00.

#### Due date

If you are behind on your scheduled payments, this will show the date by which you need to pay the outstanding amount. If you are up to date with your payments, no date will be shown.

## Account number

You need to quote this number when you contact us or use it to log into Aurora Online.

Please note: Figures are for sample purposes only.

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# Page 2.

#### **Payments**

Details all payments we have received from you during the statement period.

#### Charges

On a payment plan this figure defaults to \$0.00; details of your actual energy use in this billing period are listed on page 3 of your bill.

#### Account No: 12345678 9 Page 2 of 2

#### **DETAILS OF PAYMENTS AND CHARGES**

PAYMENTS		AMOUNT (\$)
24 Oct 2016	BILLPAY PHONE/INTNET Post Office	95.00 CR
24 Nov 2016	BILLPAY PHONE/INTNET Post Office	95.00 CR
Total Payments		190.00 CR

#### ENERGY LISAGE AND SUPPLY CHARGES

ENERGY SOAGE AND SOLVEY CHARGES				
05 Jan 2017	NMI 800000000 5 Sample Ave, Sample	0.00		
	Town, TAS, 7000			
	Charge Period 04 Oct 2016 to 03 Jan 2017			

#### **Total Charges**

Total Other

OTHER ITEMS		
25 Oct 2016	Payment Plan overpayment transfer	95.00
25 Oct 2016	Payment Plan overpayment transfer	95.00 CR
25 Oct 2016	Scheduled Payment	95.00
25 Nov 2016	Payment Plan overpayment transfer	95.00 CR
25 Nov 2016	Payment Plan overpayment transfer	95.00
25 Nov 2016	Scheduled Payment	95.00
29 Dec 2016	Payment Plan overpayment transfer	95.00
29 Dec 2016	Payment Plan overpayment transfer	95.00 CR
29 Dec 2016	Scheduled Payment	95.00

#### CONTACT US

1300 132 003 (Home) 1300 132 045 (Business)

Monday to Friday 8am-6pm

auroraenergy.com.au

#### MOVING? WE CAN HELP

0.00

285.00

#### PAYMENT ASSISTANCE

We have many options available if you need help to pay your bill. Visit our website for more details

NATIONAL RELAY SERVICE Speak and listen users call 1300 555 727 TTY users call 133 677

TRANSLATING & INTERPRETING SERVICES (TIS) Phone 131 450

如需帮助 , 请致电TIS

برای کمک با TIS تماس بگیرید

YOUR FEEDBACK
If you have a complaint or compliment
relating to your account, we are
always happy to speak to you.

1800 800 753 (Customer feedback)

#### auroraenergy.com.au

#### MORE PAYMENT OPTIONS

#### ONLINE

Pay securely at auroraenergy.com Ref: 12345678 9

#### PAY IN PERSON

Present this account at any Service Tasmania shop

Post payment with this portion to: AURORA ENERGY LOCKED BAG 4 HOBART TAS 7001

#### **AUSTRALIA POST**

billpay Code: 0755 Ref: 12345678 9

Pay in person at any post office, by phone 131 816 or go to postbillpay.com.au to pay by credit card or PayPal.

#### LATE PAYMENTS

There is a late payment fee of \$5 for accounts not paid in full by the fifth day past the due date. In addition, interest will be applied on all overdue accounts calculated from the due date.

Please note: Figures are for sample purposes only.

## Other items

This includes the transactions that show your payment as credits and their transfer towards your payment plan as debits. Scheduled payments are to show you the date and amount agreed to by you on this payment plan.