

READING YOUR BILL

Your QEnergy Invoice Explained

Staying transparent to our customers is part of our corporate values and because of this, we want you to better understand your QEnergy invoice. Read through this for a discussion of all pertinent information found in the invoices you're receiving from us.



1

Account Details

This contains your business name for which the account is registered, your full name, and the supply address where the registered account is located. The address appearing in the invoice is where your invoice will be sent to should you ask for a hard copy.



2

Account Summary

This is a summary of the balances, charges, and tax under your QEnergy account.



3

How to Get in Touch

What digits to dial when there's a power failure, or emergency. It also contains QEnergy's website should you need to get in touch with us.



4

Invoice Details


The account number (EW ID) for which the invoice is issued, your National Meter Identifier (NMI), the issue date of the invoice, and the invoice number. This also contains the total amount due and when it is due for payment.



5

Your Electricity Usage

This contains a graph showing the comparison of your monthly electricity usage within the contract duration of your account with QEnergy.



1300 698 992*
Mon - Fri 8am-5pm ABN 58 120 124 101

1 000001 000
[Barcode]
Company Name
Customer Name
Supply Address
Supply City, State & Postcode

2 **Account Summary**

Previous Balance	\$102.65
Total Payments	\$102.65CR
Total Adjustments	\$2.75
Balance Brought Forward	\$2.75
Total Charges	\$46.09
GST	\$4.61
Amount Due	\$53.45

3 Power Failure 13 24 12
Emergencies 13 24 12
Online qenergy.com.au

4 Account Number EW012345
NMI 12345678910
Issue Date DD MMM YYYY
Invoice Number 123456

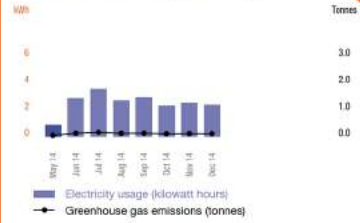
Tax Invoice

Amount Due \$53.45

Due by DD MMM YYYY

Any payments made after issuing of this invoice will appear on your next invoice. Amount due includes GST.

5 **Your Electricity Usage**



Your Daily Usage this period

This Account	2.14 kWh
Same period last year	NA
Ave. Cost per day (inc. GST)	\$1.52

For information on how to reduce your greenhouse gas emissions, visit www.switchon.vic.gov.au

QENERGY_BILL_Roadcast_000010000000000001

Do quarterly electricity bills give you the budget blues?

Call your QEnergy Account Manager today and ask about our easy monthly payment option.

Quality Energy Your Way

* Cost of a local call from a landline within Australia. Calls from mobiles will incur a higher charge.

Individual Site Details

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Electricity Charges

6A

NMI: 12345678910
Supply address: Supply Address Supply City, State & Postcode
Billing period: DD MMM YYYY to DD MMM YYYY
Billing days: 30

Meter Read

Next scheduled meter read will be within 2 business days of Friday DD MMM YYYY

Breakdown of Charges

6B

Energy	Quantity	Rate	Total
Usage			
Freedom Biz - Step 1	6.41 kWh	16.0290 c/kWh	\$1.02
Retail		7.8490 c/kWh	
Network		8.1800 c/kWh	
Freedom Biz - Step 1	57.70 kWh	17.5110 c/kWh	\$10.09
Retail		7.8490 c/kWh	
Network		9.6620 c/kWh	
Service To Property Charge	3 Days	0.9290 \$/day	\$2.79
Service To Property Charge	27 Days	1.0240 \$/day	\$27.65
Total for NMI Ex GST: 12345678910			\$41.55

Payments Received

6C

Date	Description	Amount
DD MMM YYYY	Payment Received DD/MM/YYYY - Thank you	\$-102.65
Total		\$-102.65

Adjustments

6D

Date	Description	Amount
DD MMM YYYY	Paper Bill Fee Adjustment	\$2.75
Total		\$2.75

Other Charges and Concessions

6E

Description	Amount
Cheques Processing Fee	\$4.54
Total	\$4.54

GET IN TOUCH WITH US!

For other questions and concerns, please don't hesitate to contact us via the ff. channels:

📞 1300 698 992

@ service@qenergy.com.au

📍 South Brisbane QLD 4101, Australia

📘 www.facebook.com/qenergylimited

READING YOUR BILL

(Continued)



Individual Site Details

This portion contains a detailed breakdown of your electricity charges.

6A Electricity Charges

This contains your NMI and address of the site for which the account is registered. It also states the period for which the invoice is issued and the number of billing days. It also shows the date of the next meter read.

6B Breakdown of Charges

This section shows the Product Plan which you availed, the rates under that particular plan, and your actual consumption.

6C Payments Received

This shows the payment we received from your previous invoice.

6D Adjustments

If you request for a hard copy of your invoice, the Paper Bill Fee will appear in this section.

6E Other Charges and Concessions

This shows the breakdown of charges outside of your Product Plan (e.g. Cheques processing fee).



Payment Options

For your convenience, these are the modes of payment you can choose from.

Payment Options

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Pay to Our Account

To set up direct debit please call us on 1300 698 992. Pay now to the below account quoting your reference number: 5272109

Account Name: QEnergy
BSB: 013 414
Account Number: 835728075

BPAY

Use BPAY to pay from cheque or savings account. Go online or use phone banking.



Biller Code: 107284
Ref: 5272109



In Person

Present this invoice at any Post Office to make a payment via cash, EFTPOS or cheque.

Min value cash/ cheque = \$0.05, EFTPOS = \$10.00
 Max value cash/ cheque = \$100,000.00, EFTPOS = \$10,000.00



By Phone

Please call 1300 698 992 to pay your account by MasterCard or Visa*. *Credit card fees apply



By Mail

Detach this section and mail your cheque to:
QEnergy Limited
PO Box 3043
South Brisbane QLD 4101



*4039 527210 9