



1

Your details

Tax Invoice: T1000000
Issue Date: 1 NOV 2023
Account Number: TA000000
National Metering Identifier (NMI): QB12345678
Supply Address: 17 SAMPLE ST
SAMPLEVILLE, QLD 9999

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Help and support

Enquiries or Complaints
ampolenergy.com.au/help or 13 14 04

Faults or Emergencies
Energex on 13 19 62 (24 hours a day)

Energy and Water Ombudsman
1800 662 837

JOHN SAMPLE

17 SAMPLE ST
SAMPLEVILLE, QLD 9999

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Comparing plans

Could you save money on another plan?

Based on your past usage, you are on the best plan we can offer you.

The Australian Energy Regulator requires us to include this information. To compare other available plans, visit the Energy Made Easy website at www.energymadeeasy.gov.au

Energy bill relief

The Australian Government and your State Government are supporting customers to reduce bills. Check the understand your bill section to see if you have received a rebate or concession. More information at energy.gov.au

3

Amount due

\$65.05

Due date

22 November 2023

5

HOW TO PAY



Direct Debit

Call us on 13 14 04 to set up a Direct Debit from your bank account.



Cheque or Money Order

Please send your payment along with this part of invoice to:

Ampol Energy
GPO BOX 4044
Sydney, NSW 2001



Visa, Mastercard or AMEX

Call us on 13 14 04 to make a credit card payment.
Customer Reference Number: XXXXXXXXXXXX

A merchant service fee may apply to credit card and debitcard payments including MasterCard or Visa. Fee is calculated on the total payment amount. Any fees applied will be shown on your next bill and are GST inclusive. You can view our additional fees and charges at ampolenergy.com.au/feesandcharges

Telephone & Internet Banking - BPAY®



Bill Code: XXXXXX
Ref: XXXXXXXXXXXX

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card, or transaction account. More info: www.bpay.com.au

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Pay in store at Australia Post.



*XXXX XXXXXXXXXXXX \$683.19

Ampol Energy (Retail) Pty Ltd ABN 21 652 913 347

Your electricity bill, explained

We've broken down your electricity bill, so you know what to look for, where.

The basics

Your bill will always be supplied to you as a downloadable PDF. You'll be emailed your invoice to the nominated email address on your account, around 14 days before the due date.

1 Your details

Here you'll find some key information, most importantly your account number. This may be helpful to have on hand if you need to call us, as we'll use this to help identify you.

2 Important contact details

If you need to get in touch with us, you'll find our website and phone number here. You should contact us if you have a question about your bill or your energy plan.

If you're experiencing a power outage or other power related emergency, you should contact your distributor. You'll find their details here too.

If you've spoken to us and you aren't happy with our response, you'll find the Energy and Water Ombudsman contact details here. Of course, we do hope you'll give us another opportunity to rectify any issues.

3 Amount due

This section shows you the amount you need to pay, and the due date. The total amount due always includes GST.

4 Important information

In this section we'll provide important information. At times, this may be information about whether you could save money on another generally available plan with us. You may also see messages about government rebates or support. This is also where we would provide information in the case of an emergency, such as a natural disaster.

5 How to pay your bill

This section details all the ways you can pay your energy bills.

You can also log into the Ampol app to set up a direct debit arrangement. Remember to log into the Ampol app using the same email address as you used to sign up to Ampol Energy.



6 Summary of your plan

Powering On
Your plan includes a 10c/L discount on eligible fuels at Ampol participating locations when you pay using the Ampol app (applies for 1,500L of eligible fuel per annum). For full terms & conditions see ampolenergy.com.au

7 Your usage and exports

Average daily usage	8.35 kWh
Average daily solar exports	0.00 kWh

8 Understand your bill

Electricity charges are based on an actual meter reading.

Billing Period: 1 October - 31 October 2023 (31 days)

Previous balance and payments	Amount
Previous balance	\$89.36
Payment received	\$89.36 cr
Balance brought forward	\$0.00

New charges and credits						
Usage and supply charges	Previous reading	Current reading	Time of use	Quantity	Rate	Amount
General Usage	0	346.53	At all times	346.53 kWh	\$0.2574	\$89.20
Controlled Load 2 Usage	0	0	At all times	0.00 kWh	\$17.7000	\$0.00
Supply			Daily	31.00 days	\$0.2035	\$6.31
Controlled Load 2 Supply			Daily	31.00 days	\$0.0371	\$1.15
Total charges						\$96.66
Credits						
Old Electricity Rebate				31.00 days	\$1.0197	\$31.61 cr
Total credits						\$31.61 cr
Total GST						\$5.91
Total bill						\$65.05
Total due						\$65.05

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Payment difficulties?
If you need help with your electricity bill, please contact us for available State Government rebates, concessions or relief schemes, payment plans or information on our hardship program: 13 14 04 Mon - Fri, 9am-6pm AEST.
Or visit: ampolenergy.com.au/energyassistance

Need an interpreter?
中文
العربية
Tiếng Việt
Ελληνικά
Call 13 14 50

Hearing impaired?
Voice Relay number: 1300 555 727
TTY number: 133 677

6 Your plan

This section confirms your plan name, and any key information about your plan, such as fuel discounts.

As an Ampol Energy customer, you'll save 10c/L on eligible fuels for up to 1,500L per year, at over 600 participating Ampol locations. To redeem the discount, simply pay using the Ampol app and fill up with an eligible fuel. Eligible fuels include Amplify Premium Unleaded 98 Petrol, Amplify Premium Unleaded 95 Petrol, Unleaded 91 Petrol, Bio E10 Unleaded Petrol, Amplify Premium Diesel, Extra Low Sulphur Diesel.

If you're on a Standard Retail Contract, you won't receive the Ampol Energy fuel discount.

7 Your energy usage

Here you can see how much energy you're using, on average, each day. If you have solar, we'll also let you know your average daily solar exports.

8 Understand your bill

This section breaks down all the information that is used to calculate the amount owing on your bill. Within this section, you can check:

- Whether your charges are based on an actual or estimated reading of your meter. If your bill is based on an estimated read, we'll let you know how to access guidance for a customer read.
- Your bill period and the number of days in your bill period.
- Your previous balance, and any payments made in the last bill period, or any overdue amounts carried forward if a previous bill wasn't paid in full.
- Information about new charges and any amounts credited to your bill. New charges will generally be for energy usage and supply charges. You'll have credits applied to your account if you receive any government rebates, a solar feed-in tariff, or occasionally for other reasons.
- You'll also find information about your current and previous meter readings alongside the relevant usage types and charges.

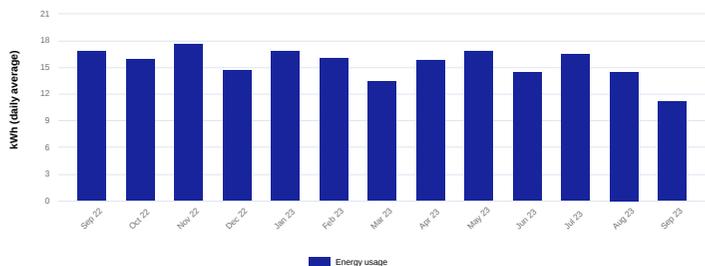
9 Helpful information

If you're having difficulties paying your bills or need an interpreter you'll find all the details here.

10

Understand your usage

This graph shows your average daily energy use and average daily solar exports over the last 12 months (where available).



11

Life Support

If you or anyone at your address relies on life support equipment, it's important that you let us know so we can register your premises and help make sure you have the right protections.

To find out more, visit ampolenergy.com.au/lifesupport. To register your address, please call us on **13 14 04** (Monday – Friday, 9am-6pm AEST).

Moving home?

Please contact us at least three business days before you move so we can finalise your account and help organise electricity supply to your new address.

Call us on **13 14 04** (Monday - Friday, 9am - 6pm AEST).

10 Understand your usage

You can view your average daily usage and average solar exports (where relevant) in this section.

Once you've been an Ampol Energy customer for more than a year, this graph will also show how your average daily usage compares to the same time last year. If you have solar, we'll also show you how your average daily solar exports compares to the same time last year.

Seeing how your energy usage changes over time can help you understand how to use energy more efficiently in your home.

11 More information

In this section you'll find more information about Ampol Energy products and services, including moving house and registering for life support, if required.

For more information about how Ampol Energy can help you, visit ampolenergy.com.au

