

9048-990380-002364

Sherlock Holmes  
5 Sample Street  
UTOPIA, QLD 4XXX

TIS Somali interpreter Ref No. xxxxxx. Sherlock owes Origin \$739.11 due 19/6/18. Most is old debt transferred from previous address.  
He pays \$720pf in rent and owns his car.  
Over the past 12 months, he has spent \$300 on brake repairs and \$360 for new tyres.  
Called Origin and arranged for them to send out HEEAS form and for them to process \$30pf payments via CentrePay beginning 3rd August.  
Sherlock to return next week with receipts to complete form that Origin will Email to Anne



## Your electricity bill is overdue

Issue date: 7 Jun 18

Account number:

Supply address:

5 Sample Street UTOPIA, QLD 4XXX

Hello

Sometimes it can be easy to overlook a bill, and we've noticed that you haven't paid your recent electricity bill for the supply address above.

This means you now have a total of \$739.11 overdue on this account. You need to immediately pay the \$73.28 that's due now, and pay the \$665.83 that's due by 19 June 2018 to avoid further collections activity on your account.

### OVERDUE AMOUNT

**\$73.28**

Due: Now

**\$665.83**

Due: 19 Jun 18

### TOTAL AMOUNT DUE

**\$739.11**

## Disconnection Advice

Date

28/19/18

Time

12:05

Address of Premises:

Premises NMI number:

☒ The electricity supply to this address has been disconnected.

- If you are the current occupant at this address, please contact your electricity retailer to arrange a reconnection.
- If you are a new occupant at this address, please contact an electricity retailer to arrange a reconnection.

Contact details for electricity retailers are available from:

www.energymadeeasy.gov.au and search "useful contacts"; or  
Yellow Pages and search for 'Electricity Retailers' in either the Phone Book or online www.yellowpages.com.au; or  
Call 1234 or Call Connect on 12456 and ask for 'Electricity Retailers' details (please note: call charges apply)

- If you are a new occupant, please be aware that:

Your electricity retailer may need to arrange for a visual examination of your premises when supply is being reconnected. All areas of your home / property must be accessible for examination, including garages, sheds, granny flats, etc.

If there are any personal items within the premises, you or your representative must be on site for the visual examination.

Keep boxes and furniture away from walls and built-in wardrobes/cupboards so a full visual inspection can take place. Your electricity retailer will make the necessary arrangements for the visual examination.

☐ The electricity supply to this premises has been rescheduled for immediate disconnection. To continue your power supply and avoid the inconvenience of a disconnection, you must act promptly.

- If you are the current occupant at this address, please contact your electricity retailer to maintain supply.
- If you are a new occupant at this address, please contact an electricity retailer to set up an account to maintain supply.

Contact details for electricity retailers are available from:

www.energymadeeasy.gov.au and search "useful contacts"; or  
Yellow Pages and search for 'Electricity Retailers' in either the Phone Book or online www.yellowpages.com.au; or  
Call 1234 or Call Connect on 12456 and ask for 'Electricity Retailers' details (please note: call charges apply)

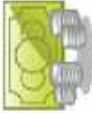
## Basic Budget (Fortnightly)




NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_




CRN: \_\_\_\_\_


DATE: \_\_\_\_\_

| INCOME  |                               | \$    |
|---|-------------------------------|-------|
|  | HOUSEHOLD                     |       |
|   | Centrelink payments (main)    | _____ |
|   | Centrelink payments (partner) | _____ |
|   | Centrelink loan               | _____ |
|   | Wages                         | _____ |
|   | Miscellaneous Income          | _____ |
| Other   |                               | _____ |
| <b>TOTAL</b>  |                               | _____ |

| EXPENSES  |               | \$         | EXPENSES  |                       | \$    | EXPENSES  |           | \$    |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
|---|---------------|------------|---|-----------------------|-------|---|-----------|-------|-----------|-------|---------------------|-------|---------------------|-------|----------|-------|----------|-------|--------|-------|---------|-------|------------------|-------|------------------|-------|---------|-------|-----------------------|-------|-----------------------|-------|---------|-------|----------------|-------|----------------|-------|------------|-------|------------|-------|------------|-------|-------|-------|-------|-------|--------------|-------|--------------|--------------|-------|--------------|--------------|-------|--------------|--|-------|
|  | HOUSEHOLD     |            |  | LIVING                |       |  | TRANSPORT |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
|   | Rent/Mortgage | _____      |   | Electricity           | _____ |   | Gas       | _____ | Telephone | _____ | Groceries           | _____ | Car Loan Repayments | _____ | Rates    | _____ | Takeaway | _____ | Petrol | _____ | Water   | _____ | Medical          | _____ | Car Registration | _____ |         | _____ | Clothes               | _____ | Car Servicing/Repairs | _____ |         | _____ | Alcohol        | _____ | Bus/Train fare | _____ |            | _____ | Cigarettes | _____ | Taxi fares | _____ | Other | _____ | Other | _____ | Other        | _____ | <b>TOTAL</b> |              | _____ | <b>TOTAL</b> |              | _____ | <b>TOTAL</b> |  | _____ |
|   | Electricity   | _____      |   | Gas                   | _____ |   | Telephone | _____ | Groceries | _____ | Car Loan Repayments | _____ | Rates               | _____ | Takeaway | _____ | Petrol   | _____ | Water  | _____ | Medical | _____ | Car Registration | _____ |                  | _____ | Clothes | _____ | Car Servicing/Repairs | _____ |                       | _____ | Alcohol | _____ | Bus/Train fare | _____ |                | _____ | Cigarettes | _____ | Taxi fares | _____ | Other      | _____ | Other | _____ | Other | _____ | <b>TOTAL</b> |       | _____        | <b>TOTAL</b> |       | _____        | <b>TOTAL</b> |       | _____        |  |       |
|   | Gas           | _____      |   |                       |       |   |           |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
| Telephone   | _____         | Groceries  | _____   | Car Loan Repayments   | _____ |   |           |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
| Rates   | _____         | Takeaway   | _____   | Petrol                | _____ |   |           |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
| Water   | _____         | Medical    | _____   | Car Registration      | _____ |   |           |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
|   | _____         | Clothes    | _____   | Car Servicing/Repairs | _____ |   |           |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
|   | _____         | Alcohol    | _____   | Bus/Train fare        | _____ |   |           |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
|   | _____         | Cigarettes | _____   | Taxi fares            | _____ |   |           |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
| Other   | _____         | Other      | _____   | Other                 | _____ |   |           |       |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |
| <b>TOTAL</b>  |               | _____      | <b>TOTAL</b>  |                       | _____ | <b>TOTAL</b>  |           | _____ |           |       |                     |       |                     |       |          |       |          |       |        |       |         |       |                  |       |                  |       |         |       |                       |       |                       |       |         |       |                |       |                |       |            |       |            |       |            |       |       |       |       |       |              |       |              |              |       |              |              |       |              |  |       |

| EXPENSES  |            | \$                | EXPENSES  |               | \$    | EXPENSES  |            | \$    |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
|---|------------|-------------------|---|---------------|-------|---|------------|-------|-----------------|-------|-----------------|-------|-------|-------|-------|-------|------|-------|--|-------|-------------------|-------|-------------------|-------|--|-------|---------------|-------|---------------|-------|--|-------|------------------|-------|------------------|-------|--|-------|-----------|-------|-----------|-------|--|-------|--------------|-------|--------------|-------|-------|-------|-------|-------|-------|-------|--------------|--|--------------|--------------|-------|--------------|--------------|-------|--------------|--|-------|
|  | EDUCATION  |                   |  | LOANS & FINES |       |  | Other      |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
|   | Child Care | _____             |   | Uniforms      | _____ |   | Excursions | _____ | Tuckshop        | _____ | Centrelink loan | _____ |       |       | Sport | _____ | SPER | _____ |  |       |                   | _____ | Christmas Hampers | _____ |  |       |               | _____ | Personal Loan | _____ |  |       |                  | _____ | Appliance Rental | _____ |  |       |           | _____ | NILS loan | _____ |  |       |              | _____ | STEP UP loan | _____ |       |       | Other | _____ | Other | _____ |              |  | <b>TOTAL</b> |              | _____ | <b>TOTAL</b> |              | _____ | <b>TOTAL</b> |  | _____ |
|   | Uniforms   | _____             |   | Excursions    | _____ |   | Tuckshop   | _____ | Centrelink loan | _____ |                 |       | Sport | _____ | SPER  | _____ |      |       |  | _____ | Christmas Hampers | _____ |                   |       |  | _____ | Personal Loan | _____ |               |       |  | _____ | Appliance Rental | _____ |                  |       |  | _____ | NILS loan | _____ |           |       |  | _____ | STEP UP loan | _____ |              |       | Other | _____ | Other | _____ |       |       | <b>TOTAL</b> |  | _____        | <b>TOTAL</b> |       | _____        | <b>TOTAL</b> |       | _____        |  |       |
|   | Excursions | _____             |   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
| Tuckshop  | _____      | Centrelink loan   | _____   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
| Sport   | _____      | SPER              | _____   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
|   | _____      | Christmas Hampers | _____   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
|   | _____      | Personal Loan     | _____   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
|   | _____      | Appliance Rental  | _____   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
|   | _____      | NILS loan         | _____   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
|   | _____      | STEP UP loan      | _____   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
| Other   | _____      | Other             | _____   |               |       |   |            |       |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |
| <b>TOTAL</b>  |            | _____             | <b>TOTAL</b>  |               | _____ | <b>TOTAL</b>  |            | _____ |                 |       |                 |       |       |       |       |       |      |       |  |       |                   |       |                   |       |  |       |               |       |               |       |  |       |                  |       |                  |       |  |       |           |       |           |       |  |       |              |       |              |       |       |       |       |       |       |       |              |  |              |              |       |              |              |       |              |  |       |

| ELECTRICITY   |          | AVE kWh/DAY |            |
|---|----------|-------------|------------|
|   |          | T11 (Peak)  | T33 or T31 |
|  | kWh/year | SUMMER      | _____      |
|   |          | AUTUMN      | _____      |
|   |          | WINTER      | _____      |
|   |          | SPRING      | _____      |
| current cost / kWh  |          | _____       |            |
| TOTAL usage est \$ / year   |          | _____       |            |
| current supply cost/day   |          | _____       |            |
| TOTAL supply est \$ / year  |          | _____       |            |
| est fortnightly cost \$   |          | _____       |            |
| TOTAL est fortnightly cost \$ (incl GST)  |          | _____       |            |

Notes / Action: \_\_\_\_\_

OUTSTANDING ENERGY DEBT \$ \_\_\_\_\_ ENERGY PROVIDER: \_\_\_\_\_

ENERGY SPEND % OF INCOME \_\_\_\_\_ CONCESSION PAID? \_\_\_\_\_

Have there been any unforeseen unexpected expenses in the past 12 months (receipts may be require NAME OF SVDP WORKER \_\_\_\_\_



# How to apply

For more information, or to apply, contact your energy retailer. They will start the application process for you.



**Sample Only**

## Home Energy Emergency Assistance Scheme application form

The Queensland Government helps people who cannot pay their electricity and/or reticulated natural gas bills because of an unexpected short-term financial crisis in the past 12 months.

### Do you need help to complete this form?

If you need help completing this form, please contact Concession Services on 13 QGOV (13 74 68) (local call charge) or (07) 3247 6204. If you require an interpreter, please telephone 131 450.

You can also ask an organisation, a financial counsellor or another representative to help you complete the application. If you do choose another person or organisation to help you complete and submit this form, please include their contact details below:

Name of your representative **Anne Armansin**

Organisation **St Vincent de Paul Society Queensland**

Telephone number or email **0407 623 079   anne@energyaid.com.au**

### Are you eligible to receive this assistance?

HEEAS is a one-off payment of up to \$720 to assist with a debt on an electricity or reticulated natural gas account. Households can only receive HEEAS once every two years.

To receive this help, you must be financially responsible for paying the energy bill in your household **and:**

- hold a current concession card (Health Care Card / Pensioner Card / DVA Gold Card) **or**
- be part of your energy retailer's hardship program or payment plan **or**
- have an annual combined income of \$75 000 or less (you and your partner's income), or \$49 000 or less if you are single.

You **must also** have experienced:

- a substantial decrease in your household income (e.g. loss of employment, family separation, illness, injury or disability) **or**
- high unexpected expenses on essential items.

### Completing this application

If you are completing an electronic form, please email it to:

**HEEAS@smartservice.qld.gov.au**

**or** If you are completing a written form, please post it (in the prepaid envelope provided) to:

Home Energy Emergency Assistance Scheme  
Concession Services  
Department of Communities,  
Child Safety and Disability Services  
GPO Box 806  
BRISBANE QLD 4001

You will need to complete all sections of this form so your application can be processed. The due date for your application is on page 2.

### Privacy notice

The Queensland Government is collecting your personal information to administer and assess your eligibility for assistance under the Home Energy Emergency Assistance Scheme. This information may be provided to your energy retailer, Centrelink, the Department of Veterans' Affairs and Queensland Shared Services to assess whether you are eligible and to administer the scheme, and we will keep it for up to nine years. We will handle your personal information in accordance with the *Information Privacy Act 2009* (Qld). More information about this legislation and the Queensland Government's privacy policy is available at: <https://www.qld.gov.au/legal/privacy/>.

## Energy account information and application due date

Sample Only

Please contact your electricity or natural gas retailer to complete this section.

☐ Electricity

Application number

Company name

Account number

☐ Reticulated natural gas

Application number

Company name

Account number

NB: all HEEAS applications must be generated by the energy provider.

They forward individual forms to companions with this section completed.

Concessions QLD will not process forms that do have pre-registered application numbers.

Application form due date

If you cannot return your form by the due date, please contact Concession Services on 13 QGOV (13 74 68) (local call charge) or (07) 3247 6204 to discuss your application.

If you don't return your form by the due date, your application will be cancelled and your energy retailer may take action to collect the amount outstanding on your account.

## Account holder details (please include names of all energy account holders)

Account holder 1. Surname

Given names

Account holder 2. Surname

Given names

Current address of household

Postcode

Home phone

Mobile phone

Postal address (if different from above)

Postcode

Email

## Household details

Number of adults in household (including you)

Number of dependent children

## Type of housing

☐ Rental property

☐ Buying home/mortgage

☐ Public housing  
(through the Department of  
Housing and Public Works)

☐ Own your home

☐ Boarding house

## Eligibility

Please select at least one of the following options:

1. I am a concession card holder (please tick which card you hold below) or

☐ Pensioner Concession Card

☐ Health Care Card

☐ DVA Gold Card (except 'Dependant')

Card number

2. I am registered with my energy retailer's hardship program or am on a payment plan ☐ or

3. My annual base income is less than \$49 000 (single) or \$75 000 (combined with partner) ☐



## Reason for your application

Why are you applying for HEEAS? Tick at least one of the following reasons below:

- ☐ My household income has decreased substantially, such as for loss of employment, family separation, illness, injury or disability (please complete section 1 below)
- ☐ I have had high unexpected expenses on essential items (please complete section 2 below)
- ☐ My household income has decreased substantially and I have had high unexpected expenses on essential items (please complete both sections 1 and 2 below)

For your application to be considered, the reason you select must have happened in the last 12 months.

Please note: We may ask you to provide documents or receipts for repairs/purchases to verify this information.

### Section 1 (please complete if your household income has decreased substantially)

|  |  | Date | Fortnightly income before | Fortnightly income after |
|--|--|------|---------------------------|--------------------------|
| Change in Centrelink benefits  | Date of change                               | / /  | \$                        | \$                       |
| Marriage/defacto separation  | Date separated                               | / /  | \$                        | \$                       |
| Housemate or family member moved out   | Date moved out                               | / /  | \$                        | \$                       |
| Death of immediate family member   | Date of death                                | / /  | \$                        | \$                       |
| Child maintenance stopped or decreased   | Date stopped/decreased                       | / /  | \$                        | \$                       |
| Decrease in hours of work  | Date hours of work decreased                 | / /  | \$                        | \$                       |
| Loss of employment   | Date stopped work                            | / /  | \$                        | \$                       |
| Unexpected illness, injury or disability resulting in decreased household income | Date of unexpected illness/injury/disability | / /  | \$                        | \$                       |

### Section 2 (please complete if you have had high unexpected expenses on essential items)

|   |    |      |     |
|---|----|------|-----|
| <input type="checkbox"/> Refrigerator repair or purchase  | \$ | Date | / / |
| <input type="checkbox"/> Washing machine repair or purchase   | \$ | Date | / / |
| <input type="checkbox"/> Hot water service repair or purchase   | \$ | Date | / / |
| <input type="checkbox"/> Car repairs  | \$ | Date | / / |
| <input type="checkbox"/> Direct funeral expenses  | \$ | Date | / / |
| <input type="checkbox"/> Removalist expenses  | \$ | Date | / / |
| <input type="checkbox"/> Once off medical expenses not covered by Medicare (including dental and optical) | \$ | Date | / / |
| <input type="checkbox"/> Other unexpected expenses  | \$ | Date | / / |

Please specify:

(General expenses such as car registration, car services, telephone bills, school expenses and other expected bills will not be considered)

## Sources of household income and expenditure per fortnight

We will consider your household's income and expenditure to calculate whether you can contribute to a payment plan for your electricity account.

List details of the **total income** (after tax) for **all** members of your household **per fortnight** before Centrepay or any other automatic deductions.

|   |    |  |
|---|----|--|
| Government benefits                               | \$ |  |
| <input type="checkbox"/> Pension                  |    |  |
| <input type="checkbox"/> Newstart/Youth Allowance |    |  |
| <input type="checkbox"/> Austudy/ABSTUDY          |    |  |
| Employment  | \$ |  |
| Family Tax Benefit                                | \$ |  |
| Child maintenance payment(s)                      | \$ |  |
| WorkCover   | \$ |  |
| Other   | \$ |  |
| <b>Total household income per fortnight</b>       | \$ |  |

List details of expenditure **per fortnight**

|                            |    |  |
|----------------------------|----|--|
| Household rent             | \$ |  |
| Household mortgage payment | \$ |  |
| Household electricity bill | \$ |  |
| Household gas bill         | \$ |  |

## Declaration: this section must be signed so your application can be progressed

1. I consent to the Queensland Government asking Centrelink and/or Department of Veterans' Affairs to determine and confirm my concession card status.
2. I authorise the non-government organisation or representative, as identified on page 1, to discuss details of my circumstances with my energy retailer and/or the Queensland Government for the purpose of assessing my application under the Home Energy Emergency Assistance Scheme.
3. I declare that all information I have given is true and correct and I understand that any fraudulent information provided in the application to obtain this assistance may lead to prosecution.
4. I authorise the release of information regarding my energy account by the energy retailer to the Queensland Government for purposes of assessing my application under the Home Energy Emergency Assistance Scheme.
5. I authorise for any assistance provided to be paid directly to the energy retailer.

Applicant name

If completing this form as an e-document please select the tick box to indicate you have read and agree with the declaration above.

☐

Date / /

or

If completing this form by hand please provide signature of the applicant

Your eligibility for assistance under the scheme will be determined on the information you have provided on this application form. Assistance cannot be provided if your reason outlined on the application is outside the scheme's eligibility criteria. Please ensure you have accurately completed all the required information.

**End of application form**



Direct Number for Origin's Hardship Dept (PowerOn Prog) - 1800 626 320

Origin CRN for payments via CentrePay: 555-083-960H



0041  
Agatha Christie  
26 Sample Street  
UTOPIA QLD 4XXX



## Your green electricity bill

29 Sample Street UTOPIA QLD 4XXX

### YOUR ACCOUNT DETAILS

Account number  
400 029 537 141

Tax invoice  
152 001 550 181

Issue date  
23 Oct 19

Total amount due  
See the Account Summary on page 2

### OVERDUE CHARGES

**\$1,429.61**  
DUE: Now

26 Jul 19 - 22 Oct 19

Amounts include GST unless otherwise specified

### NEW CHARGES

**\$462.29**  
DUE: 6 Nov 19

\$12.00 (non-taxable, no GST) fee may apply if paid after due date unless you're on Predictable Plan

### YOUR USAGE SUMMARY

Average cost per day  
Average daily usage  
Same time last year

**\$5.19** (\$73)  
25.16 kWh  
N/A

Your indicative greenhouse gas emissions  
Total for this bill  
Same time last year  
Saved with GreenPower

1.5 tonnes  
N/A  
0.5 tonnes

For more information on greenhouse gas emissions visit [energymadeeasy.gov.au](http://energymadeeasy.gov.au)



COST PER DAY



DAILY USAGE

### YOUR ENERGY PLAN

Bill cover ending 29 Nov 19

Benefits available on this energy plan  
Origin Price Relief Credit  
Guaranteed usage discount (12%)  
Guaranteed supply discount (12%)  
Qld Govt Electricity Rebate

GreenPower is a voluntary government program that allows energy retailers to buy green energy above and beyond the Renewable Energy Target (RET) requirements on behalf of their customers.



### ACCOUNT SUMMARY

|  |            |
|--|------------|
| Previous activity  |            |
| Opening balance  | \$1,429.61 |
| Payments received  | \$0.00     |
| Balance carried forward  | \$1,429.61 |
| Your new charges   |            |
| Total electricity charges - incl discounts and rebates (incl GST of \$42.03) | \$462.29   |
| Total amount due - incl overdue charges (incl net GST charge of \$42.03)     | \$1,891.90 |

### PAYMENTS RECEIVED 0

|       |        |
|-------|--------|
| Total | \$0.00 |
|-------|--------|

### TOTAL ELECTRICITY CHARGES 0

#### Your site details

|                                  |                                 |
|----------------------------------|---------------------------------|
| Supply address                   | National Meter Identifier (NMI) |
| 29 Sample Street UTOPIA QLD 4XXX |                                 |
| Motor read                       | Last meter read date            |
| Actual                           | 22 Oct 19                       |
|                                  | Next scheduled read date        |
|                                  | 23 Jan 20 (+/- 2 business days) |

Period: 26 Jul 19 - 22 Oct 19 (89 days)

Your rate: General Domestic

| Meter no                    | Usage type | Previous read | Current read | Usage (kWh) |
|-----------------------------|------------|---------------|--------------|-------------|
| 62B272                      | Peak       | 56533 (A)     | 58019 (A)    | 1486        |
| 650850                      | T11 Night  | 34789 (A)     | 35542 (A)    | 753         |
| (A = Actual, E = Estimated) |            | Total kWh     |              | 2239        |

| Charges                        | Usage (kWh) | Charge (incl GST) | Amount (incl GST) |
|--------------------------------|-------------|-------------------|-------------------|
| Peak Usage                     | 1486        | 26.62 c/kWh       | \$395.57          |
| T11-Night Rate (Super Economy) | 753         | 17.136 c/kWh      | \$129.05          |
| Supply Charge                  |             | 124.003 c/Day     | \$110.36          |
| Supply Charge - T11            |             | 2.992 c/Day       | \$2.66            |

GreenPower Charges  
25% GreenPower \$1/Week  
14.245  
\$12.68

| Discounts and Rebates                  | Amount (incl GST) |
|--|-------------------|
| Origin Price Relief Credit             | \$28.40 CR        |
| Guaranteed usage discount (12%)        | \$62.36 CR        |
| Qld Govt Electricity Rebate            | \$83.11 CR        |
| Guaranteed supply discount (12%)       | \$13.56 CR        |
| Total for period 26 Jul 19 - 22 Oct 19 | \$462.29          |

Your total electricity charges (incl GST \$42.03)

\$462.29

### YOUR USAGE BREAKDOWN

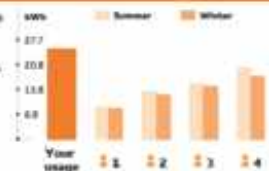
|   |                                   |
|---|-----------------------------------|
| Average cost per day<br>Average daily usage<br>Same time last year  | <b>\$5.19</b><br>25.16 kWh<br>N/A |
| Your indicative greenhouse gas emissions<br>Total for this bill<br>Same time last year<br>Saved with GreenPower | 1.5 tonnes<br>N/A<br>0.5 tonnes   |

For more information on greenhouse gas emissions visit [energymadeeasy.gov.au](http://energymadeeasy.gov.au)



### HOW YOU COMPARE

Using the table on the right, you can compare your average daily electricity consumption to other households in your area. Note the different usage bands for summer and winter, and be aware that these comparisons relate to households without a pool. For more information on electricity usage and energy efficiency visit [energymadeeasy.gov.au](http://energymadeeasy.gov.au)



Account number

400 029 537 141

Tax invoice

152 001 550 181

Issue date

23 Oct 19

### YOUR SITE DETAILS

Supply address  
29 Sample Street UTOPIA QLD 4XXX  
National Meter Identifier (NMI)  
31

Motor read

Actual

Last meter read date

22 Oct 19

Next scheduled read date

23 Jan 20 (+/- 2 business days)

Agatha owes Origin \$1891.90. She has tried to reach a payment plan that she can afford but has been unable to pay over \$100 pf asked by Origin and has paid just under \$800 for car repairs in the last 12 months. AA called Origin. HEEA Appl No. 1099714, now on Hardship program paying \$70pf. Origin will match payment for payment while agreements are kept. New deal organised (15% off usage and supply g'teed), Sarah to return Wednesday with receipt for car work to complete HEEA application form. Total benefit over next 12 months estimated to be \$117 (new deal) and up to \$910 (Origin 13 payments of \$70) (Tot \$1027.) (plus HEEA tba)

NB: Suggest cancellation of Greenpower until Agatha can afford this cost.



Direct number for Hardship Dept:  
Resolutions Team - 1300 656 925

Proudly Australian since 1837.

## AGL electricity account.



John Sample  
2 Sample Street  
UTOPIA QLD 4XXX

We can only advocate for the account holder or their authorised representative. Account holder may give permission over the phone to advocate on their behalf.

Account Number:  
unique to this account holder for this address

### Important numbers.

Enquiries: **agl.com.au** or **131 245**  
Faults: **136 262** (Energex Limited)  
Emergencies: **131 962** (Energex Limited)

### Your account details.

Name: John Sample  
Account number: 1234 123 123  
Supply address: 2 Sample Street  
UTOPIA QLD 4XXX

### How much energy are you using?

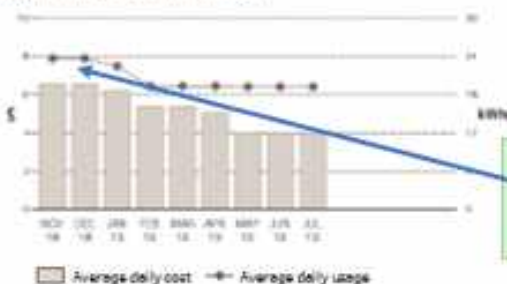
Bill period: 24 Apr 2019 to 23 Jul 2019 (91 days)

Compare with other homes in your area.



Average usage data supplied by Australian Energy Regulator based on homes without a pool during winter. Visit [energymadeasy.gov.au](http://energymadeasy.gov.au) for more information.

### Average daily cost and usage.



Ave fortnightly cost this bill  
 $\$4.01 \times 14 \text{ days} = \$56.14$

#### Snapshot.

Average daily cost:  
**\$4.01**

Average daily usage:  
**19.20kWh**

comb of peak  
and off peak  
energy use

Higher kWh use during  
summer months -  
airconditioning use?

### Your bill overview.

Balance brought forward **\$0.00**

+

New charges **\$315.19**

=

Total due **\$315.19**

Discounted amount  
if paid by due date **\$303.25**

Due date **13 Aug 2019**

Thank you.

Total due **\$315.19**

Discounted amount  
if paid by due date **\$303.25**

Due date **13 Aug 2019**

Reference number **7042 0137 9294 0597 1398**

Post Billpay



\*3201 70420137929405971398



#### Direct Debit\*

Sign up to Direct Debit at  
[agl.com.au/Payments](http://agl.com.au/Payments)  
or call 131 245.



#### Visa or Mastercard\*

Online: [agl.com.au/Payments](http://agl.com.au/Payments)  
Phone: 1300 657 386  
Biller Code: 208868



#### Mail

Send your cheque or money  
order along with this section  
of the bill to:  
AGL Sales (Queensland Electricity)  
Pty Limited  
GPO Box 2220, Sydney NSW 2001



Biller Code: 208868

Ref. Number: 7042 0137 9294 0597 1398



#### Post Billpay\*\*

Make a Post Billpay® payment.  
Online: [postbillpay.com.au](http://postbillpay.com.au) Phone: 131 816  
In person at any Post Office - Billpay Code: 32



#### Centrepay

Eligible residential customers can  
visit [humanservices.gov.au/centrepay](http://humanservices.gov.au/centrepay)  
AGL Centrepay CRN: 555-068-319-J



#### PayPal

To pay via PayPal visit [agl.com.au/Payments](http://agl.com.au/Payments)

\*A 0.45% fee (GST incl.) may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.  
-A fee of \$2.00 (incl. GST) may apply if you pay your bill over the counter.



## Your electricity supply details.

Page 2 of 3

Supply address:

2 Sample Street UTOPIA QLD 4XXX

Supply period:

24 Apr 2019 to 23 Jul 2019 (91 days)

NMI:

NMI: Unique property code

QB123456789

Energy Plan:

24 Apr 19 to 1 May 19 (8 days)

Controlled load - off peak supply  
hot water

Savers  
Essentials Plus

2 May 19 to 23 Jul 19 (83 days)

plan change  
to lower  
rates = \$  
savings

| Meter no. | Read date | Read type | Rate description | Start read | End read | kWh |
|-----------|-----------|-----------|------------------|------------|----------|-----|
| 1207967   | 23 Jul 19 | Actual    | Controlled load  | 32,013     | 32,891   | 878 |
| 1207968   | 23 Jul 19 | Actual    | General usage    | 110,285    | 111,154  | 869 |

Your next meter read is due between 22 Oct 19 and 28 Oct 19. Please ensure easy access to your meter on these days.

General usage - peak supply everything else

## How we've worked out your bill.

### Previous balance and payments.

|                                | Total         |
|--------------------------------|---------------|
| Previous balance               | \$488.66      |
| 18 Jun 19 payment              | \$438.66cr    |
| 18 Jun 19 payment              | \$50.00cr     |
| <b>Balance brought forward</b> | <b>\$0.00</b> |

### New charges and credits.

| Usage and supply charges  | Units   | Price   | Amount          |
|---|---------|---------|-----------------|
| General Usage   | 76kWh   | \$0.255 | \$19.38         |
| Tariff 33 Controlled Load   | 77kWh   | \$0.218 | \$16.79         |
| Supply charge   | 8 days  | \$0.99  | \$7.92          |
| CL33 Supply Charge  | 8 days  | \$0.03  | \$0.24          |
| <b>Energy Plan &amp; Price Change - 2 May 19 to 23 Jul 19 (83 days)</b> |         |         |                 |
| General Usage   | 793kWh  | \$0.191 | \$151.46        |
| Tariff 33 Controlled Load   | 801kWh  | \$0.164 | \$131.36        |
| Supply charge   | 83 days | \$0.96  | \$79.68         |
| CL33 Supply Charge  | 83 days | \$0.029 | \$2.41          |
| Total charges   |         |         | <b>\$409.24</b> |

| excl GST | incl GST |
|----------|----------|
| 0.191    | 0.2101   |
| 0.164    | 0.1804   |
| 0.96     | 1.056    |
| 0.029    | 0.0319   |

### Credits

|                                |                   |
|--------------------------------|-------------------|
| QLD Gov Electricity Rebate     | \$77.25cr         |
| Qld Govt Asset Owner Dividend* | \$50.00cr         |
| <b>Total credits</b>           | <b>\$127.25cr</b> |

Rebate value \$0.93cr per day  
available for account holders with  
pension or health care cards

## How we've worked out your bill (continued).

Page 3 of 3

### New charges and credits (continued).

|                               |   |          |
|-------------------------------|---|----------|
| Total new charges and credits | = | \$281.99 |
| Total GST                     | + | \$33.20  |

|                                    |   |                 |
|------------------------------------|---|-----------------|
| <b>Total due</b><br>(includes GST) | = | <b>\$315.19</b> |
|------------------------------------|---|-----------------|

|   |   |                 |
|---|---|-----------------|
| <b>Discounted amount if paid by due date</b><br>(includes \$10.85 Pay on Time Discount)<br>(includes \$1.09 GST credit) | = | <b>\$303.25</b> |
|---|---|-----------------|

NB. Deals with low pricing or  
guaranteed discounts preferred for  
vulnerable companions

\*Item is not subject to GST. All other items are subject to GST.





## Your electricity supply details.

Page 2 of 3

Supply address: 25 Sample Street UTOPIA QLD 4XXX  
 Supply period: 2 Jul 2019 to 29 Sep 2019 (90 days)  
 NMI: QBninedigits  
 Energy Plan: smart meter No. Savers

| Meter     | Read type | Start reference <sup>1</sup> | End reference <sup>1</sup> | kWh       |
|-----------|-----------|------------------------------|----------------------------|-----------|
| 700012345 | Actual    | 913                          | 1,007                      | 94.043    |
| 700012345 | Actual    | 17,241                       | 19,231                     | 1,990.725 |
| 700012345 | Actual    | 11,378                       | 13,479                     | 2,100.694 |

Solar PV generation  
 Peak Supply - Tariff 11  
 Controlled Load - Tariff 33

<sup>1</sup>These reference reads are a guide only and may not reflect the total energy consumption for this billing period. Your next meter read is due between **28 Dec 2019**. Please ensure easy access to your meter on these days.

## How we've worked out your bill.

### Previous balance and payments.

### Total

|                             |            |
|-----------------------------|------------|
| Previous balance            | \$4,164.56 |
| 9 Jul 19 payment Centrepay  | \$80.00cr  |
| 23 Jul 19 payment Centrepay | \$80.00cr  |
| 6 Aug 19 payment Centrepay  | \$80.00cr  |
| 20 Aug 19 payment Centrepay | \$80.00cr  |
| 3 Sep 19 payment Centrepay  | \$80.00cr  |
| 17 Sep 19 payment Centrepay | \$80.00cr  |

Client maintaining agreed payment schedule via CentrePay

**Balance brought forward** **\$3,684.56**

### New charges and credits.

| Usage and supply charges      | Units       | Price   | Amount            |
|-------------------------------|-------------|---------|-------------------|
| General Usage                 | 1990.725kWh | \$0.255 | \$507.63          |
| Tariff 33 Controlled Load     | 2100.694kWh | \$0.218 | \$457.95          |
| Supply charge                 | 90 days     | \$0.99  | \$89.10           |
| CL33 Supply Charge            | 90 days     | \$0.03  | \$2.70            |
| Solar metering Service Charge | 90 days     | \$0.07  | \$6.30            |
| <b>Total charges</b>          |             |         | <b>\$1,063.68</b> |

### rate calculation

| excl GST | incl GST |
|----------|----------|
| \$0.255  | \$0.281  |
| \$0.218  | \$0.240  |
| \$0.990  | \$1.089  |
| \$0.030  | \$0.033  |
| \$0.070  | \$0.077  |

### Credits

|                            |           |         |                   |
|----------------------------|-----------|---------|-------------------|
| Feed-in Tariff*            | 94.043kWh | \$0.086 | \$8.09cr          |
| QLD Gov Electricity Rebate |           |         | \$76.40cr         |
| 23% Pay On Time Discount   |           |         | \$222.08cr        |
| <b>Total credits</b>       |           |         | <b>\$306.57cr</b> |

**NB: pay on time discount processed as customer maintaining agreed payment schedule**

## How we've worked out your bill (continued).

Page 3 of 3

### New charges and credits (continued).

|                               |   |          |
|-------------------------------|---|----------|
| Total new charges and credits | = | \$757.11 |
| Total GST                     | + | \$76.52  |

**Account balance (includes GST) = \$4,518.19**

\*Item is not subject to GST. All other items are subject to GST.

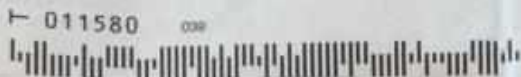
# Tax Invoice

Direct Number for Alinta Hardship Dept - 1300 282 613



alintaenergy

This is a pay on time discount. No Fuss Plan is a low pricing, no discount option



Sam Spade  
27 Sample Street  
UTOPIA QLD 4XXX

Alinta CRN for payments via CentrePay: 555-100-520K

combined tariff load



## Your Electricity Bill

|  |                            |
|--|----------------------------|
| Supply address:  |                            |
| Issue date:  | 29 Jul 2019                |
| Dates this account covers:                                 | 30 Apr 2019 to 25 Jul 2019 |
| Number of days:  | 87 days                    |
| Previous Balance   | \$312.48                   |
| Payment Received (22/05/2019) - Thank you                  | \$215.85 Cr                |
| Pay on time discount received on previous account          | \$96.63 Cr                 |
| Balance brought forward                                    | \$0.00                     |
| Electricity charges (inc GST) (more details over the page) | \$522.07                   |
| QLD Gov Electricity Rebate NM: QB086311825 (inc GST)       | \$81.24 Cr                 |
| Total amount due   | \$440.84                   |
| Discount - Pay on time (inc GST \$10.81)                   | \$118.92 Cr                |
| Amount due if paid on or before 16 Aug 2019                | \$321.92                   |
| GST included in new charges                                | \$29.27                    |

## Need to get hold of us?

For enquiries call 133 702 Mon to Fri 8am to 6pm (local time) or go to [alinta](#)

For faults and emergencies call 13 19 62

Your customer number  
Your electricity reference number  
Your plan

Home SaverPlus 28

Alinta staff may ask for either customer No. or Reference No. to identify account

Total amount ..... \$440.84  
Due date ..... 16 AUG 2019  
Pay on time discount inc GST \$10.81 ..... \$118.92 Cr

Discounted total if paid on or before the due date

**\$321.92**

## Usage summary table



## Compare your usage to other households in your area

| No. of person/household   | 1 | 2  | 3  | 4  |
|---------------------------|---|----|----|----|
| Average Daily Consumption | 9 | 12 | 15 | 17 |

Average daily consumption data is provided for customers to compare their energy consumption against a benchmark for their household size and area. For more information on how average household energy usage is calculated and energy efficiency please visit [www.energymadeeasy.gov.au](#)

Your daily consumption 19



## Your electricity bill in detail

Page 2/2

### Electricity Charges

NMI: 27 Sample Street UTOPIA QLD 4XXX  
Supply address:  
Tariff: Domestic Single Rate with Controlled Load 2  
Billing Period: 30 Apr 2019 to 25 Jul 2019

### When you'll receive your next bill

For quarterly bills: your electricity meter will be next read on approximately **28 Oct 2019**. Please ensure safe access is available. If you receive monthly bills, you will receive your next bill in approximately 30 days.

| Tariff Description                    | Meter Number | Bill Days | Current Reading | Reading Type | Previous Reading | Multiplier | Total Usage (kWh) | Charge inc GST | Total inc GST   |
|---------------------------------------|--------------|-----------|-----------------|--------------|------------------|------------|-------------------|----------------|-----------------|
| Any Time Usage                        | 483200/1     | 87        | 85879           | Actual       | 85250            | 1          | 629               |                |                 |
| Any Time Usage                        |              |           |                 |              |                  |            | 629.0000          | \$0.28028      | \$176.30        |
| Controlled Load Usage 2               | 435985/1     | 87        | 53803           | Actual       | 52751            | 1          | 1052              |                |                 |
| Controlled Load Usage 2               |              |           |                 |              |                  |            | 1052.0000         | \$0.23617      | \$248.45        |
| Supply Charge                         |              | 87        |                 |              |                  |            |                   | \$1.11870      | \$97.33         |
| <b>Total Charge (inc \$47.46 GST)</b> |              |           |                 |              |                  |            |                   |                | <b>\$522.08</b> |

Previously we calculated bills using goods and services tax (GST) exclusive rates and added the GST as a separate line item. However, to make it easier to understand the full cost of your energy charges, your bills will now reflect GST inclusive rates.

## PAYMENT OPTIONS

Do not attach anything to this payment slip.



### Telephone or Internet - Credit Card

To make a payment from your MasterCard, VISA or American Express card, visit [www.alintaenergy.com.au](http://www.alintaenergy.com.au) or call 133 702.

Ref:

Billers Code: 168 930

Ref:



### Telephone and Internet Banking - BPAY®

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](http://www.bpay.com.au).



### Direct Debit

Like to set and forget? Sign up to Direct Debit from your cheque, savings, transaction or credit card account by calling us on 133 702.



### In Person

Take this account to any Post Office to pay by cash, cheque or EFTPOS.



### By Mail

Post this payment slip and your cheque made payable to:  
Alinta Energy  
GPO Box 1304,  
Melbourne VIC 3001



Direct Number for Energy Aust Hardship Dept - 1800 558 643

Energy Aust CRN for payments via CentrePay: 555 062 748H



# Electricity account



840/4254967197

Harry Bosch  
29 Sample Street  
UTOPIA QLD 4XXX

|                                    |         |
|------------------------------------|---------|
| Enquiries                          | 133 46  |
| Loss of supply (24 Hrs)<br>Energex | 13 62 6 |
| Emergency (24 Hrs)<br>Energex      | 13 19 6 |

Internet [energyaustralia.com.au](http://energyaustralia.com.au)

|                 |                                  |
|-----------------|----------------------------------|
| Customer number | 6821 810 395                     |
| Account number  | 9512 693 615                     |
| Service address | 29 Sample Street UTOPIA QLD 4XXX |
| Tax Invoice     | Issue date 07 Jun 2019           |

## Electricity account summary 07 Mar 2019 to 06 Jun 2019

| Plan  | Flexi Saver       |
|---|-------------------|
| Opening balance   | \$2,826.98        |
| Payment received thank you  | \$2,142.70Cr      |
| 03 May 2019 BPay  | \$250.00Cr        |
| 09 May 2019 Australia Post  | \$1,867.70Cr      |
| 07 Jun 2019 Centrepay   | \$25.00Cr         |
| <b>Adjustments</b>  |                   |
| *CREDIT: Qld Government asset ownership dividend (inc. GST \$0.00)            | \$50.00Cr         |
| <b>Balance carried forward</b>  | <b>\$634.28</b>   |
| Current charges (inc. GST \$45.71 - see over for details)                     | \$502.77          |
| <b>Total amount due (inc. GST \$45.71)</b>                                    | <b>\$1,137.05</b> |
| 3% discount on usage if you pay this bill by the due date                     | \$12.56Cr         |
| 7% additional campaign discount on usage if you pay this bill by the due date | \$29.32Cr         |
| <b>Total amount due with discount</b>   | <b>\$1,095.17</b> |

An \* indicates a GST applicable supply. Please refer to all pages of this invoice.  
Please note that the total Service Charges may include non-GST applicable items.

Discounts - Your total Electricity rewards and discounts received since December, 2016 are \$202.22 Cr (including GST).

The discounts are calculated on usage charges only (inc. GST)

For information on greenhouse gas emissions generated from your electricity consumption please refer to the graph overleaf.

### Please follow your Regular Pay plan

Account balance with discount  
if payment plan met  
**\$1,095.17**

If payment plan not met  
Amount owing - \$1,137.05  
Due date - 27 Jun 2019

The power  
of energy  
is nothing  
without  
the power  
of ideas

[energyaustralia.com.au](http://energyaustralia.com.au)

8294967198/41200/2947

EnergyAustralia Pty Ltd ABN 99 006 014 968



## Your electricity usage and service calculation

Account number 9512 693 615

Billing period 07 Mar 2019 to 06 Jun 2019

NMI Q

Service address 29 Sample Street UTOPIA QLD 4XXX

| Tariff                      | Meter number | Bill days | Current reading | Previous reading | Total Usage | Charge/Rate | \$ Ex GST | \$ Inc GST |
|-----------------------------|--------------|-----------|-----------------|------------------|-------------|-------------|-----------|------------|
| Flexi Saver                 |              |           |                 |                  |             |             |           |            |
| Flexi Saver Controlled Load | 745669       | 92        | 23865           | 23090            | 775.00 KWH  |             |           |            |
| Flexi Saver Peak            | 745671       | 92        | 14763           | 13846            | 917.00 KWH  |             |           |            |

### Details

07/03/2019 - 06/06/2019 - 92 Days

### Energy Charges

07/03/2019 - 06/06/2019 - 92 Days

\* Flexi Saver Peak Consumption ( 9.96739 kWh/day)^

917.000 kWh \$0.247 per kWh

\$226.50

rate calculation

excl GST incl GST

\$0.247 \$0.272

\* Flexi Saver Dedicated Circuit 2 Consumption ( 8.42391 kWh/day)^

775.000 kWh \$0.1989 per kWh

\$154.15

\$0.199 \$0.219

\* Flexi Saver Supply Charge

92 days \$1.172 per day

\$107.82

\$1.172 \$1.289

\* QLD Government Electricity Rebate

37 days (\$0.8489) per day

\$31.41

\$0.849 \$0.934

### Current Charges

\$457.06

Total Current Charges Including GST

\$502.77

An\* indicates a GST applicable supply. Please refer to all pages of this invoice. Please note that the total Service Charges may include non-GST applicable items.

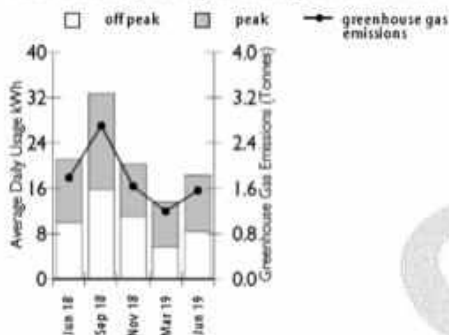
^ This figure is your usage shown as an average per day over the number of days that apply to this rate.

### Next meter read

Your next meter reading is planned to occur during 31 Aug - 10 Sep 2019.

Please ensure safe and clear access to the meter. If your meter is not accessible an estimate is taken.

## Electricity usage and greenhouse gas emissions



Average daily use (kWh)

This account 18.39

Same time last year 21.11

Average cost per day: \$5.46

(\$76)

Total greenhouse gas emissions

(Tonnes) this account 1.56

For more information visit [www.climatechange.gov.au](http://www.climatechange.gov.au)

To reduce your greenhouse gas emissions, call us on 133 466 to find out how you can support green energy.

13% decrease in usage since the same time last year



## Electricity payment options

If your bill has been delayed, you are entitled to an extended amount of time to pay.



### Direct Debit

Call 133 466



Billpay Code:

Ref: 1009 5126

Pay in person at any post office, phone 13 18 16 or go to [postbillpay.com.au](http://postbillpay.com.au)



### Mail

Please post this payslip with your cheque payable to: EnergyAustralia, GPO BOX 4491, Melbourne, Victoria 3001



Bill Code:

Ref: 1009 51

BPAY® - Make this payment via Internet or phone banking.

BPAYView® - Receive, view and pay this bill using Internet banking.

BPAYView Registration No - 9512693615

\* Registered to BPAY Pty Ltd, ABN 69 079 137 518



### Phone

Call 1300 559 873 to pay by: MasterCard, Visa or American Express for payment amounts up to \$10,000.

\*A merchant service fee may apply to credit card payments: MasterCard or Visa - 0.36%; American Express - 1.5%. Fee is calculated on the total payment amount.



\*3248 10095126936150

Please follow your Regular Pay plan

Account balance with discount if payment plan met \$1,095.17

If payment plan not met Amount owing \$1,137.05 Due date 27 Jun 2019

Office use only  
Trancode Usercode Payment reference

### Authority to Act (Individual)

**Important:** This form authorises Anne Armansin to:

- Act with limited authority to make billing and usage enquiries on behalf of the account holder and receive billing and service information for preparation of home energy audit, energy efficiency and budgeting advice
- Request valid concessions be made available to account holder
- Act as account holder advocate to
  - request account holder entry to energy provider's hardship program
  - request application for Home Energy Emergency Assistance Scheme funds
  - instigate CentrePay arrangements (suitable to energy provider and account holder)
  - request reduction in fees and charges where appropriate (e.g. GreenPower)

This authority will remain valid for a period of six months unless withdrawn by account holder.

NB: energyaid is a service offered by Anne Armansin, sole proprietor of Home Energy Help. This business is contracted to work with individuals seeking free energy account assistance from St Vincent de Paul Society Queensland's Inala Family Support Centre.

|  |  |
|--|--|
| I (account holder's full name):  |  |
| of (account holder's address):   |  |
| Telephone No.:   |  |
| Email:   |  |
| Authorise<br>Anne Armansin, Energy Consultant, Home Energy Help. E. <a href="mailto:anne@energyaid.com.au">anne@energyaid.com.au</a> |  |
| working with St Vincent de Paul Society Queensland's Inala Family Support Centre<br>5 Lupin Street, Inala 4077. (07) 3714 6300       |  |
| To act on my behalf with my energy supplier:   |  |
| Name on account:   |  |
| Account Number:  |  |
| Signature:   |  |
| Date:  |  |