

## Module 5:

# Understanding Utility Bills:

## Reading, Explaining, and Building Trust

---

Gain the confidence to break down utility bills clearly and accurately. This module will help you understand billing formats, charges, and terminology—empowering you to guide customers through their bills with clarity and build trust through informed support.

Version 1.0 - May 2025

Welcome to the

# AWAKEN ENERGY

Employee Learning & Development Program

Welcome to Awaken Energy's Employee Learning and Development Program. This program is designed to equip you with the knowledge and skills needed to succeed within your role at Awaken Energy by maintaining the highest standards of compliance and customer care.

A strong workplace culture is built on integrity, respect, and accountability. At Awaken Energy, we are committed to fostering a safe, ethical, and inclusive environment where every employee understands their rights and responsibilities. This module will provide you with the foundation to navigate workplace expectations, uphold professional standards, and contribute to a positive and compliant work environment.

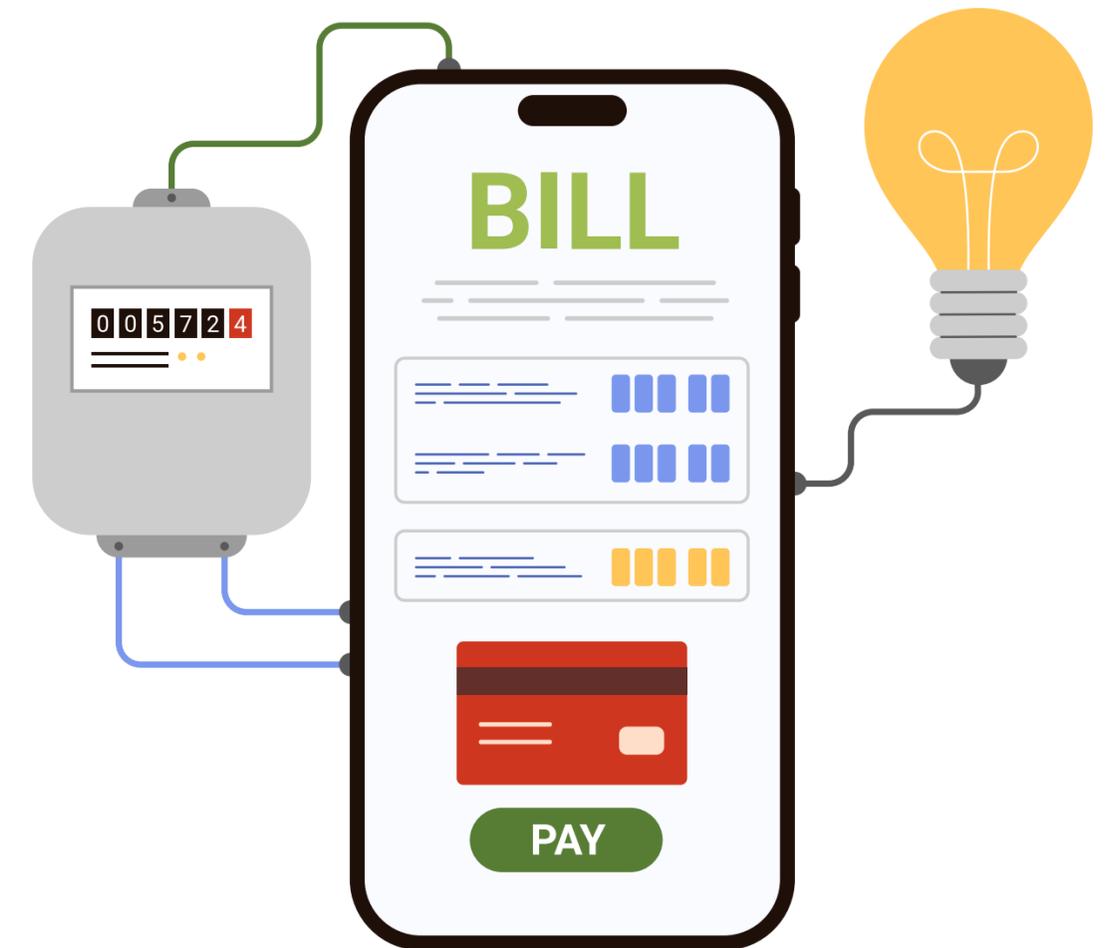
*Let's get started and awaken your potential in energy sales!*

# Introduction

This training module is designed to equip you with the skills and knowledge to confidently read and interpret electricity and natural gas bills for small to medium business customers in Australia. As a business energy consultant representing Awaken Energy and our retail partners, your ability to understand and explain a customer's bill is critical. Energy bills contain essential information that enables us to perform accurate comparisons, highlight estimated savings, and assist customers with their decision making.

## By the end of this module, you will be able to:

- Identify and understand key components on electricity and gas bills (e.g. usage, rates, supply charges, NMI/MIRN)
- Explain how a customer's current pricing compares to our partner offers
- Detect potential estimated savings opportunities based on tariff types and usage patterns
- Build trust and confidence with business owners by showing genuine expertise
- Maintain compliance with all regulatory requirements (e.g. AER and ACCC guidelines)



# Why it matters

Reading and understanding energy bills isn't just about ticking boxes – it's a critical skill that underpins everything we do in the field.

## Here's Why:

- Builds instant credibility.
- When you can quickly interpret a bill and talk the customer through it in plain English, it immediately sets you apart from other reps. It shows you know what you're doing, builds trust, and positions you as a genuine energy consultant, not a "fly-by-night" salesperson.
- Enables meaningful conversations.
- By understanding the bill, you can speak the customer's language. You're not just selling – you're having a business conversation based on their actual usage, costs, and needs. This creates value and increases engagement.
- Helps you identify potential savings and opportunities.
- A well-read bill shows you what rate they're on, what they're paying per kWh or MJ, what their daily supply charges are, and whether they're on a market or default offer. This allows you to spot when someone is overpaying and tailor your pitch accordingly.
- Increases conversion rates.
- Customers are more likely to engage with the sales process when they clearly understand how much they can potentially save and where those estimated savings are coming from. Being able to break this down clearly, accurately, and confidently assists customers with their decision making.
- When you help a business save money and explain how it works, they remember that. It opens the door for future referrals, repeat business, or multi-site opportunities.
- Ensures accurate and efficient data capture
- Supports compliance with laws and regulations

## Why it matters cont.

As a rep, you're legally required to ensure the customer fully understands the offer being presented. This includes being able to clearly explain:

- The current rates they're paying
- The rates you're offering
- Any differences in supply charges, tariff structures, or contract terms
- The overall cost comparison over time. It's important to inform the customer that any savings are an estimate and that their actual savings could be higher or lower depending on your energy consumption in future billing periods
- This is critical to stay compliant with Australian Consumer Law, Customer Protections specific to the retail energy industry and our retail partner's policies.
- Reduces cancellations, complaints and confusion
- Misunderstandings happen when a customer feels confused or pressured. If you can explain the pricing difference simply and clearly, they feel confident in their decision. That leads to fewer cancellations and better long-term outcomes.
- Sets the foundation for long-term customer relationships



To maintain compliance, you must follow the price comparison and presentation guidelines set out by Awaken Energy .

# How To Read An Electricity Bill

---

Electricity bills vary between retailers, but most follow a similar structure. As a sales rep, you must be able to locate key information quickly and explain what it means to the customer.

# Locating Site & Account Details

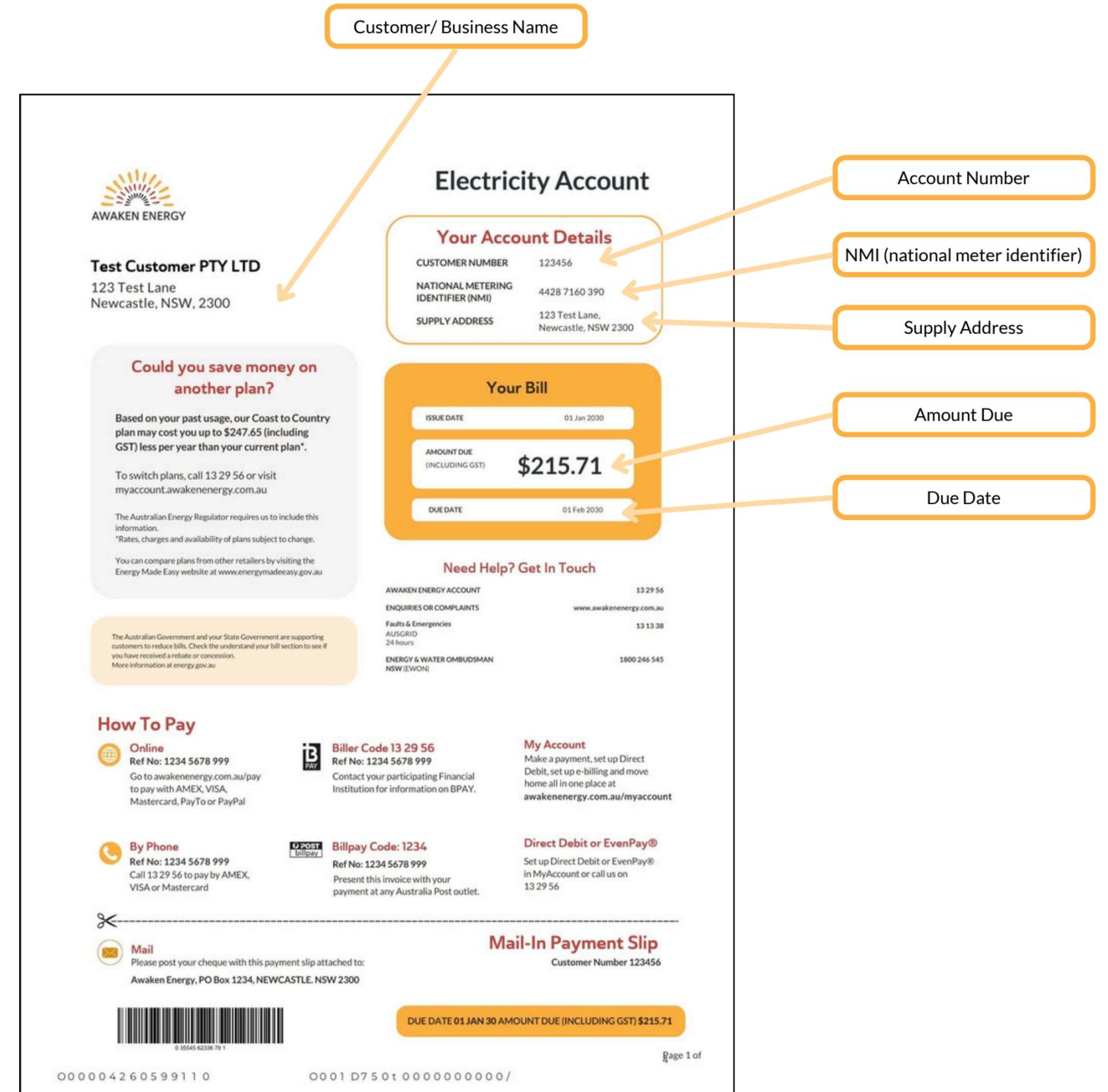
## The First Step to a Valid Comparison

Always confirm that the supply address and NMI match the premises you're visiting. This ensures you're comparing the correct site.

Key customer and account details are usually found at the top or on the first page of the bill. These include the customer or business name, account number, NMI (National Meter Identifier), and supply address. The due date and amount payable also show the total balance and payment deadline.

Verifying these details during the sales process is essential. It prevents invalid comparisons, incorrect quotes, failed submissions, and compliance issues. It also builds trust by showing you're professional, accurate, and respectful of the customer's time.

 You must follow the Bill Capture Script before you collect information from the customer's bill, this ensures we comply with Privacy related rules.



**Customer/ Business Name**

**Account Number**

**NMI (national meter identifier)**

**Supply Address**

**Amount Due**

**Due Date**

**Electricity Account**

**Your Account Details**

CUSTOMER NUMBER 123456  
 NATIONAL METERING IDENTIFIER (NMI) 4428 7160 390  
 SUPPLY ADDRESS 123 Test Lane, Newcastle, NSW 2300

**Your Bill**

ISSUE DATE 01 Jan 2030  
 AMOUNT DUE (INCLUDING GST) **\$215.71**  
 DUE DATE 01 Feb 2030

**How To Pay**

- Online**  
 Ref No: 1234 5678 999  
 Go to [awakenenergy.com.au/pay](http://awakenenergy.com.au/pay) to pay with AMEX, VISA, Mastercard, PayTo or PayPal
- By Phone**  
 Ref No: 1234 5678 999  
 Call 13 29 56 to pay by AMEX, VISA or Mastercard
- Billpay Code: 1234**  
 Ref No: 1234 5678 999  
 Present this invoice with your payment at any Australia Post outlet.
- Direct Debit or EvenPay®**  
 Set up Direct Debit or EvenPay® in MyAccount or call us on 13 29 56

**Mail-In Payment Slip**  
 Customer Number 123456

**Due Date 01 JAN 30 AMOUNT DUE (INCLUDING GST) \$215.71**

000004260599110 0001 D750t 0000000000/ Page 1 of

# Tariff Types

Understanding the customer’s tariff type is essential to ensure an accurate electricity comparison and to confirm whether your offer matches or improves on their current plan. Tariffs determine how electricity usage is charged and can significantly impact overall costs—even when the rate per kWh appears similar. Your role is to identify the tariff structure and clearly explain how our offer compares, using plain, customer-friendly language.

## Where to Find Tariff Information on a Bill:

Typically located in sections labelled:

- “Tariff name,” “Plan details,” “Usage summary,” or “Your electricity charges.”

May be listed as something like:

- Tariff: Business Time-of-Use,
- Plan: Small Business Saver – Single Rate,
- or Demand Tariff: Business Flex Demand

If it's not listed clearly, you can deduce it by looking at how usage is broken down on the bill:

- Flat usage line = single rate
- Usage split into time periods = time-of-use
- Charge based on peak usage level = demand tariff

Customer/ Business Name  
Tariff Location

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)			
Previous Invoice Amount			\$249.54
Payment Received - Thank You			-\$500.00
Balance Brought Forward			-\$250.46
CURRENT TRANSACTIONS (Incl GST)			
Electricity Charges			\$541.17
Other Transactions			-\$75.00
<b>Total Current Transactions (Including GST of \$47.76)</b>			<b>\$466.17</b>
<b>AMOUNT DUE (Including GST)</b>			<b>\$215.71</b>
ELECTRICITY CHARGES <span style="float: right;">Charges based on actual read</span>			
Your Plan Residential Demand	From 07 September 2024 to 31 October 2024 (55 days)		
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	176	\$0.248	\$43.64
Total Shoulder	386	\$0.221	\$85.30
Total Off Peak	200	\$0.327	\$65.40
Demand Temperate Peak	1.91 KW	\$0.1553 KW/day	\$16.31
Service to Property Charge	55 Days	\$1.10 /day	\$60.50
<small>Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.</small>			
Your Plan Residential Demand	From 01 November 2024 to 05 December 2024 (35 days)		
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	112	\$0.287	\$32.14
Total Shoulder	245	\$0.248	\$60.76
Total Off Peak	128	\$0.385	\$49.28
Demand Summer	3.91 KW	\$0.2627 KW/day	\$35.95
Service to Property Charge	35 Days	\$1.22 /day	\$42.70
GST		491.98	\$49.19
<small>Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.</small>			
<b>Total Electricity Charges</b>			<b>\$541.17</b>
OTHER TRANSACTIONS			
04/10/2024	AUS GOV ENERGY BILL RELIEF*		-\$75.00
<b>Total Other Transactions</b>			<b>-\$75.00</b>
<small>GST is not applicable</small>			

More information on next page. Page 2 of 4

# Single Rate Tariff (Flat Rate)

A single rate tariff charges the same price for electricity, no matter what time of day it's used.

## Different rates apply depending on when electricity is used

- Bill shows usage as a single line item (e.g. 1,215 kWh @ 27.5c/kWh)
- No mention of “peak” or “off-peak”

## May be Best Suited For (Depending on Customer Usage)

This tariff may align with businesses that have the following usage patterns:

- Businesses with consistent energy use throughout the day
- Shops, cafes, offices, or low-to-medium usage sites



# Time-of-Use Tariff (ToU)

A time of use tariff charges different rates depending on when electricity is used—higher during peak times and lower during off-peak periods

## How to spot it

- Peak – typically weekdays during business hours (e.g. 7am–10pm)
- Shoulder – intermediate periods
- Off-Peak – nights and weekends

## May be Best Suited For (Depending on Customer Usage)

This tariff may align with businesses that have the following usage patterns:

- Businesses that use power outside of peak times (e.g. bakeries, workshops, hospitality)
- Businesses that operate early mornings, late evenings, or weekends



# Controlled Load Tariff

A controlled load tariff applies a lower rate to specific appliances that operate during off-peak hours, such as electric hot water systems.

## How to Spot It

- Bill includes a line like: Controlled Load: 510 kWh @ 14.2c/kWh
- Charges appear separately from general usage
- Usually labelled as “Controlled Load 1” or “Controlled Load 2” on the bill

## May be Best Suited For (Depending on Customer Usage)

This tariff may align with businesses that have the following usage patterns:

- Businesses with electric hot water systems or off-peak machinery
- Common for hair salons, cafés, gyms, and laundromats



# Demand Tariff

A demand tariff charges customers based on their highest peak demand (in kW) during the billing period, in addition to regular usage charges.

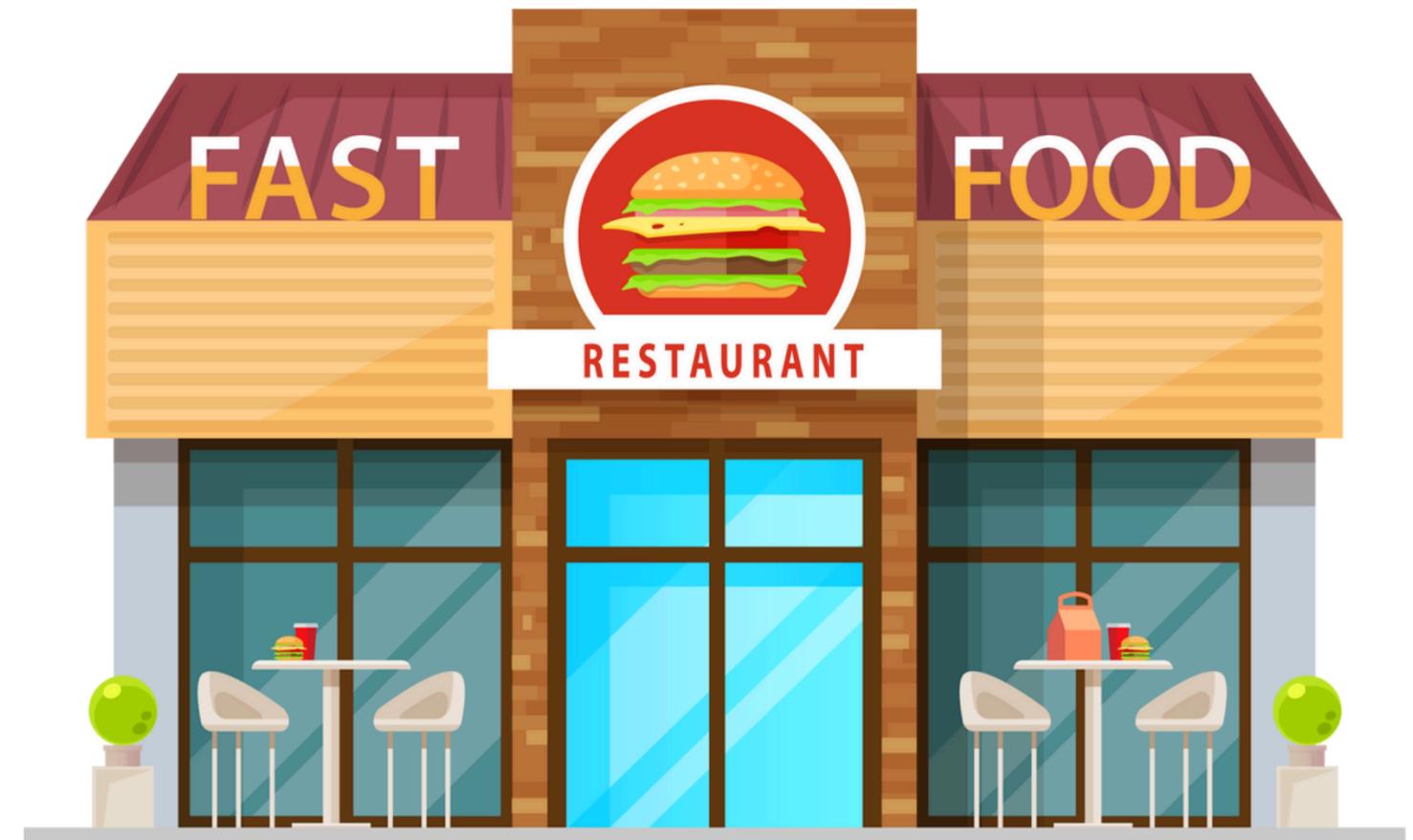
## How to Spot It

- Bill includes a line like: Demand Charge: 10 kW @ \$12.60/kW = \$126.00
- Demand charges are listed separately from energy usage
- May appear as “Maximum Demand” or “kW Demand” on the bill

## May be Best Suited For (Depending on Customer Usage)

This tariff may align with businesses that have the following usage patterns:

- High-usage businesses with large machinery, cooling systems, or variable energy use
- Common for warehouses, factories, workshops, or businesses with refrigeration or HVAC spikes



# Total Usage

Total usage refers to the amount of electricity consumed during the billing period, measured in kilowatt-hours (kWh).

## Why It Matters

- Determines the variable portion of the bill and the customer’s usage category (low, medium, or high)
- Higher usage = more opportunity for meaningful savings
- Helps guide product recommendations and compare plan suitability

## Where to Find It on a Bill

- Often under “Electricity usage summary,” “Total usage,” or “Your usage this period” (usually on page 2)
- May also appear in bar graphs or comparison charts on page 1 or 2
- On time-of-use bills, usage is split into Peak / Shoulder / Off-Peak lines

Usage Location

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$249.54
Payment Received - Thank You	-\$500.00
<b>Balance Brought Forward</b>	<b>-\$250.46</b>

CURRENT TRANSACTIONS (Incl GST)	
Electricity Charges	\$541.17
Other Transactions	-\$75.00
<b>Total Current Transactions (Including GST of \$47.76)</b>	<b>\$466.17</b>
<b>AMOUNT DUE (Including GST)</b>	<b>\$215.71</b>

**ELECTRICITY CHARGES** Charges based on actual read

Your Plan Residential Demand		From 07 September 2024 to 31 October 2024 (55 days)	
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	176	\$0.248	\$43.64
Total Shoulder	386	\$0.221	\$85.30
Total Off Peak	200	\$0.327	\$65.40
Demand Temperate Peak	1.91 KW	\$0.1553 KW/day	\$16.31
Service to Property Charge	55 Days	\$1.10 /day	\$60.50

Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT, Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm, Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm, Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.

Your Plan Residential Demand		From 01 November 2024 to 05 December 2024 (35 days)	
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	112	\$0.287	\$32.14
Total Shoulder	245	\$0.248	\$60.76
Total Off Peak	128	\$0.385	\$49.28
Demand Summer	3.91 KW	\$0.2627 KW/day	\$35.95
Service to Property Charge	35 Days	\$1.22 /day	\$42.70
GST		491.98	\$49.19

Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT, Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm, Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm, Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.

<b>Total Electricity Charges</b>	<b>\$541.17</b>
----------------------------------	-----------------

**OTHER TRANSACTIONS**

04/10/2024	AUS GOV ENERGY BILL RELIEF*	-\$75.00
<b>Total Other Transactions</b>	<b>-\$75.00</b>	

GST is not applicable

More information on next page. Page 2 of 4

# Usage Charges

Usage charges are based on how much electricity a customer consumes, measured in kilowatt-hours (kWh).

## Why It Matters

- Usually the largest part of a business electricity bill
- Knowing the customer’s pricing type (e.g. ToU, tiered, or single rate) helps ensure accurate comparisons
- Comparing usage charges like-for-like avoids misleading savings estimates
- You must always compare equivalent usage charges by tariff type

## Where to Find It on a Bill

- Typically under sections like “Breakdown of charges,” “Usage charges,” or “Your electricity charges” (often on page 2)
- May be broken down into Single Rate, Tiered Pricing, or Time-of-Use categories depending on the tariff

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)			
Previous Invoice Amount			\$249.54
Payment Received - Thank You			-\$500.00
<b>Balance Brought Forward</b>			<b>-\$250.46</b>
CURRENT TRANSACTIONS (Incl GST)			
Electricity Charges			\$541.17
Other Transactions			-\$75.00
<b>Total Current Transactions (Including GST of \$47.76)</b>			<b>\$466.17</b>
<b>AMOUNT DUE (Including GST)</b>			<b>\$215.71</b>
ELECTRICITY CHARGES <span style="float: right;">Charges based on actual read</span>			
Your Plan Residential Demand	From 07 September 2024 to 31 October 2024 (55 days)		
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	176	\$0.248	\$43.64
Total Shoulder	386	\$0.221	\$85.30
Total Off Peak	200	\$0.327	\$65.40
Demand Temperate Peak	1.91 KW	\$0.1553 KW/day	\$16.31
Service to Property Charge	55 Days	\$1.10 /day	\$60.50
<small>Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT, Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm, Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm, Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.</small>			
Your Plan Residential Demand	From 01 November 2024 to 05 December 2024 (35 days)		
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	112	\$0.287	\$32.14
Total Shoulder	245	\$0.248	\$60.76
Total Off Peak	128	\$0.385	\$49.28
Demand Summer	3.91 KW	\$0.2627 KW/day	\$35.95
Service to Property Charge	35 Days	\$1.22 /day	\$42.70
GST		491.98	\$49.19
<small>Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT, Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm, Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm, Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.</small>			
<b>Total Electricity Charges</b>			<b>\$541.17</b>
OTHER TRANSACTIONS			
04/10/2024	AUS GOV ENERGY BILL RELIEF*		-\$75.00
<b>Total Other Transactions</b>			<b>-\$75.00</b>
<small>GST is not applicable</small>			

Usage Charge Location

More information on next page. Page 2 of 4

# Solar Feed-in Tariffs (Credits for Exported Energy)

A solar feed-in tariff (FiT) is a credit customers receive when their solar system exports unused electricity back to the grid.

## Key Terms to Know

- **Feed-in Tariff (FiT):** The rate paid per exported kWh (e.g. 5c–15c/kWh)
- **Solar Export (kWh):** Total energy exported during the billing period
- **Solar Feed-in Credit (\$):** The dollar amount credited to the customer's account

## Why It Matters

- Solar credits reduce the bill but don't cover fixed charges like supply or metering fees
- Customers may overestimate their solar impact and still be on uncompetitive rates
- Feed-in tariffs vary between retailers, affecting potential savings
- Some customers are on legacy premium rates—switching could forfeit these
- Clearly explaining solar credits helps build trust and handle solar objections

## Where to Find It on the Bill

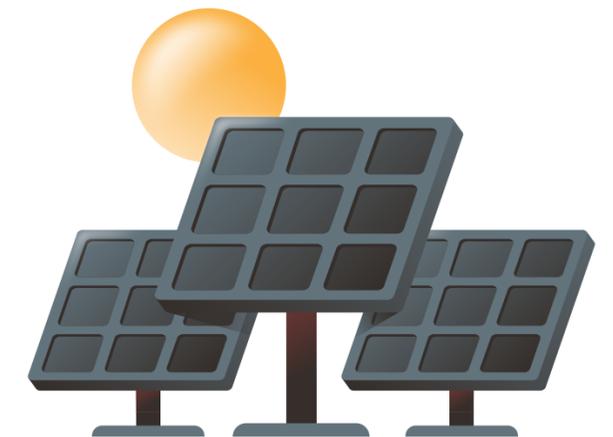
- Usually listed in “Summary of Charges” or “Credits” sections

### Look for lines like:

- Solar Feed-in Credit: -\$48.90
- Exported Energy: 326.00 kWh @ 15.00c/kWh = -\$48.90

### Some bills may show:

- Exported solar energy: 326.00 kWh
- FiT rate: 15.00c/kWh



# Spotting Solar Feed-In Credits on a Bill

Use this section of the bill to identify how much solar energy was exported and what credit the customer received.

Look for feed-in tariff rates, total exported kWh, and the dollar value credited—these are typically found in the charges summary, credit section, or solar export breakdown.

Solar Feed In Credits

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)			
Previous Invoice Amount			\$0.00
Balance Brought Forward			\$0.00
CURRENT TRANSACTIONS (Incl GST)			
Electricity Charges			\$2090.23
Other Transactions			\$0.00
<b>Total Current Transactions (Including GST of \$209.00)</b>			<b>\$2090.23</b>
AMOUNT DUE (Including GST)			\$2090.23

**ELECTRICITY CHARGES** Charges based on actual read

Your Plan Residential Demand	From 01 September to 25 February 2030 (55 days)		
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	1760	\$0.248	\$436.48
Total Shoulder	3860	\$0.221	\$853.06
Total Off Peak	2000	\$0.327	\$654.00
Demand Temperate Peak	2.91 kWh	\$0.1553 KW/day	\$40.67
<b>Total Solar</b>	<b>414 kWh</b>	<b>-\$0.07c</b>	<b>-\$28.98</b>
Service to Property Charge	90 Days	\$1.50 /day	\$135.00

Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends. Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.

<b>Total Electricity Charges</b>			<b>\$2090.23</b>
----------------------------------	--	--	------------------

**OTHER TRANSACTIONS**

<b>Total Other Transactions</b>			<b>\$0.00</b>
---------------------------------	--	--	---------------

GST is not applicable

<b>TOTAL AMOUNT DUE</b>			<b>\$2090.23</b>
<small>Total GST for this invoice is \$209.00</small>			
<small>-Consumption apportioned evenly over number of days</small>			

**More Information on your bill on the next page**



**AWAKEN ENERGY**  
Clean energy, generated on  
Indigenous lands, for all Australians.

12 29 56  
enquiries@awakenenergy.com.au  
8am-8:30pm Monday to Friday, 9am-5:30pm Saturday (AEST/AEDT)  
www.awakenenergy.com.au

Page 2 of 3

# Supply Charges

A fixed daily fee for being connected to the electricity grid, charged regardless of how much electricity is used. Usually shown as a rate per day (e.g. 98.12c/day), then multiplied by the number of days in the billing period.

## Why It Matters

- Often overlooked by customers, but can add up significantly over time
- A high supply charge + low usage = poor value for many small businesses
- Reducing this fixed cost can make a noticeable difference to the total bill

## Where to Find It on a Bill

- Typically located on page 2
- Look under sections titled “Daily Supply Charges”, “Fixed Charges”, or within “Usage Charges”
- Displayed as a daily rate and total charge across the billing period

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)			
Previous Invoice Amount			\$249.54
Payment Received - Thank You			-\$500.00
<b>Balance Brought Forward</b>			<b>-\$250.46</b>
CURRENT TRANSACTIONS (Incl GST)			
Electricity Charges			\$541.17
Other Transactions			-\$75.00
<b>Total Current Transactions (Including GST of \$47.76)</b>			<b>\$466.17</b>
<b>AMOUNT DUE (Including GST)</b>			<b>\$215.71</b>

ELECTRICITY CHARGES <span style="float: right;">Charges based on actual read</span>			
Your Plan Residential Demand		From 07 September 2024 to 31 October 2024 (55 days)	
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	176	\$0.248	\$43.64
Total Shoulder	386	\$0.221	\$85.30
Total Off Peak	200	\$0.327	\$65.40
Demand Temperate Peak	1.91 KW	\$0.1553 KW/day	\$16.31
Service to Property Charge	55 Days	\$1.10 /day	\$60.50

Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends. Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.

Your Plan Residential Demand		From 01 November 2024 to 05 December 2024 (35 days)	
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	112	\$0.287	\$32.14
Total Shoulder	245	\$0.248	\$60.76
Total Off Peak	128	\$0.385	\$49.28
Demand Summer	3.91 KW	\$0.2627 KW/day	\$35.95
Service to Property Charge	35 Days	\$1.22 /day	\$42.70
GST		491.98	\$49.19

Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends. Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.

<b>Total Electricity Charges</b>			<b>\$541.17</b>
OTHER TRANSACTIONS			
04/10/2024	AUS GOV ENERGY BILL RELIEF*		-\$75.00
<b>Total Other Transactions</b>			<b>-\$75.00</b>
<small>GST is not applicable</small>			

More information on next page. Page 2 of 4

Supply Charge Location

# How To Read A Gas Bill

---

Gas bills can vary in format depending on the retailer, but most follow a similar structure. As a sales rep, it's essential to quickly identify key details and confidently explain what they mean to the customer.

# Locating Site & Account Details

## The First Step to a Valid Comparison

Always confirm that the supply address and MIRN (Meter Installation Registration Number) match the premises you're visiting. This ensures you're comparing the correct site.

Key customer and account details are typically found at the top or on the first page of the gas bill. These include the customer or business name, account number, MIRN, and supply address. The due date and amount payable also show the total balance owing and the payment deadline.

Verifying these details during the sales process is essential. It helps avoid invalid comparisons, incorrect quotes, failed submissions, and compliance risks. Confirming the correct site and account details also builds trust by demonstrating accuracy, professionalism, and respect for the customer's time.

**Customer/ Business Name**

**Natural Gas Account**

**Your Account Details**

CUSTOMER NUMBER	123456
METER INSTALLATION REGISTRATION NUMBER	1111 2222 333
SUPPLY ADDRESS	123 Test Lane, Newcastle, NSW 2300

**Your Bill**

ISSUE DATE	01 Jan 2030
AMOUNT DUE (INCLUDING GST)	<b>\$139.52</b>
DUE DATE	01 Feb 2030
\$155.02 if paid after the 1st Feb 2030	

**Need Help? Get In Touch**

AWAKEN ENERGY ACCOUNT	13 29 56
ENQUIRIES OR COMPLAINTS	www.awakenenergy.com.au
Faults & Emergencies	13 13 38
AUSGRID 24 hours	
ENERGY & WATER OMBUDSMAN NSW (EWON)	1800 246 545

**How To Pay**

- Online**  
Ref No: 1234 5678 999  
Go to [awakenenergy.com.au/pay](http://awakenenergy.com.au/pay) to pay with AMEX, VISA, Mastercard, PayTo or PayPal
- By Phone**  
Ref No: 1234 5678 999  
Call 13 29 56 to pay by AMEX, VISA or Mastercard
- Billpay Code: 1234**  
Ref No: 1234 5678 999  
Present this invoice with your payment at any Australia Post outlet.
- Direct Debit or EvenPay®**  
Set up Direct Debit or EvenPay® in MyAccount or call us on 13 29 56

**Mail**  
Please post your cheque with this payment slip attached to:  
Awaken Energy, PO Box 1234, NEWCASTLE, NSW 2300

**Mail-In Payment Slip**  
Customer Number 123456

**DUE DATE 01 JAN 30 AMOUNT DUE (INCLUDING GST) \$139.52**

000004260599110 0001 D750t 0000000000/ Page 1 of 2

# Total Usage

Gas bills may appear simpler than electricity bills, but understanding how usage is calculated and billed is just as important—especially when comparing rates or identifying savings opportunities.

## What It Is

- The total amount of gas used over the billing period
- Measured in Megajoules (MJ)—the unit gas is billed in after conversion
- The bill will show billed usage (in MJ)

## Why It Matters

- Usage makes up the largest portion of a gas bill
- Spotting high usage can help explain potential savings or identify inefficiencies
- Knowing how MJ is calculated helps ensure accurate comparisons

## Where to Find It on a Bill

Usually under “Usage Charges,” “Metered Consumption,” or “Billing Summary”—typically on Page 2

Look for lines like:

- Metered usage: 450.00 m<sup>3</sup>
- Conversion factor: 38.1
- Billed usage: 17,145 MJ

Usage Location

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$230.00
Payment Received - Thank You	-\$230.00
Balance Brought Forward	-\$0.00

GAS CHARGES		Charges based on actual read		
Your Plan: Awaken Warmth		Billing period: 01 Oct 29 to 01 Jan 2030 (97 days)		
Item	Description	Units	Price	Amount
General Usage	First 2009	2009 MJ	\$0.040458	\$81.28
General Usage	2009-266284	499 MJ	\$0.027676	\$13.81
General Usage	Remaining	0 MJ	\$0.025311	\$0.00
Daily Supply	97 Days		\$0.617826	\$59.93
<b>Total Charges</b>				<b>\$155.02</b>
10% PAY ON TIME DISCOUNT				-\$15.50
<b>YOUR TOTAL FOR THIS BILL</b>				<b>\$139.52</b> OUTSTANDING

METER DETAILS							
Meter	Read Type	Read Start	Read End	Volume	Correction Factor	Heating Value	Usage (MJ)
EC937993	Actual	1469.0	1537.0	68.000	0.9601	38.41	2508.0
<b>Total MJ</b>							<b>2508.0</b>

**This Bill**

**This Time Last Year**

Gas Usage

**Compare Your Usage Over Time**

**AWAKEN ENERGY**  
Clean energy, generated on  
Indigenous lands, for all Australians.

12 29 56

enquiries@awakenenergy.com.au

8am-8:30pm Monday to Friday, 9am-5:30pm Saturday (AEST/AEDT)

www.awakenenergy.com.au

Page 2 of 2

# Usage Charges

Gas bills may appear simpler than electricity bills, but understanding how usage is calculated and billed is just as important—especially when comparing rates or identifying savings opportunities.

## What It Is

- Charges based on the number of MJ consumed
- Expressed as cents per MJ (e.g. 3.2c/MJ)
- Some retailers use tiered pricing based on how much gas is used
- E.g. First 10,000 MJ @ 3.5c, next 10,000 MJ @ 3.0c

## Why It Matters

- This is the main driver of the bill total
- If the per-MJ rate is high or tiered inefficiently, it's a clear opportunity to find a better deal

## Where to Find It on a Bill

Typically listed under “Detailed charges,” “Gas usage charges,” or “Breakdown of rates” on page 2

**Example:** 17,145 MJ @ 3.20c = \$548.64

Usage Charge Location

UNDERSTAND YOUR BILL

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$230.00
Payment Received - Thank You	-\$230.00
Balance Brought Forward	-\$0.00

Charges based on actual read

Your Plan: Awaken Warmth		Billing period: 01 Oct 29 to 01 Jan 2030 (97 days)		
Item	Description	Units	Price	Amount
General Usage	First 2009	2009 MJ	\$0.040458	\$81.28
General Usage	Next 2009-2020	499 MJ	\$0.027676	\$13.81
General Usage	Remaining	0 MJ	\$0.025311	\$0.00
Daily Supply		97 Days	\$0.617826	\$59.93
<b>Total Charges</b>				<b>\$155.02</b>
10% PAY ON TIME DISCOUNT				-\$15.50
<b>YOUR TOTAL FOR THIS BILL</b>				<b>\$139.52</b> OUTSTANDING

METER DETAILS

Meter	Read Type	Read Start	Read End	Volume	Correction Factor	Heating Value	Usage (MJ)
EC937993	Actual	1469.0	1537.0	68.000	0.9601	38.41	2508.0
<b>Total MJ</b>							<b>2508.0</b>

This Bill
This Time Last Year

Compare Your Usage Over Time

AWAKEN ENERGY  
Clean energy, generated on  
Indigenous lands, for all Australians.

12 29 56

enquiries@awakenenergy.com.au

8am-8:30pm Monday to Friday, 9am-5:30pm Saturday (AEST/AEDT)

www.awakenenergy.com.au

Page 2 of 2

# Supply Charges

A supply charge is a fixed daily fee for being connected to the gas network, charged regardless of how much gas is used.

## What It Is

- A fixed daily fee for being connected to the gas network
- Charged regardless of how much gas is used
- Expressed as cents per day (e.g. 98.12c/day)
- Multiplied by the number of days in the billing period

## Why It Matters

- Customers often overlook this cost, but it can add up significantly
- A high supply charge combined with low usage can result in poor value
- Lowering this fixed cost can make a big difference, especially for smaller businesses

## Where to Find It on a Bill

- Found in the “Usage Charges” or “Daily Supply Charges” section
- Usually located on page 2 of the bill

Supply Charge Location

### UNDERSTAND YOUR BILL

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$230.00
Payment Received - Thank You	-\$230.00
<b>Balance Brought Forward</b>	<b>-\$0.00</b>

GAS CHARGES		Charges based on actual read		
Your Plan: Awaken Warmth		Billing period: 01 Oct 29 to 01 Jan 2030 (97 days)		
Item	Description	Units	Price	Amount
General Usage	First 2009	2009 MJ	\$0.040458	\$81.28
General Usage	Next 2009-266284	499 MJ	\$0.027676	\$13.81
General Usage	Remaining	0 MJ	\$0.025311	\$0.00
Daily Supply		97 Days	\$0.617826	\$59.93
<b>Total Charges</b>				<b>\$155.02</b>
10% PAY ON TIME DISCOUNT				-\$15.50
<b>YOUR TOTAL FOR THIS BILL</b>				<b>\$139.52</b> OUTSTANDING

METER DETAILS							
Meter	Read Type	Read Start	Read End	Volume	Correction Factor	Heating Value	Usage (MJ)
EC937993	Actual	1469.0	1537.0	68.000	0.9601	38.41	2508.0
<b>Total MJ</b>							<b>2508.0</b>

**This Bill**

Gas Usage

**10.00%**  
increase in usage  
since last year

**Compare Your Usage Over Time**

**AWAKEN ENERGY**  
Clean energy, generated on  
Indigenous lands, for all Australians.

12 29 56

enquiries@awakenenergy.com.au

8am-8:30pm Monday to Friday, 9am-5:30pm Saturday (AEST/AEDT)

www.awakenenergy.com.au

Page 2 of 2

# Understanding Common Sections of a Utility Bill

---

While formats may differ between electricity, gas, and other utility providers, most bills contain the same core sections. Knowing how to identify and explain these areas is essential for providing accurate comparisons and building customer confidence.

# Finding the Distributor on the Bill

The distributor is the company that owns and maintains the electricity infrastructure (poles, wires, and meters) for the property. It's different from the retailer and can influence rates, tariffs, and eligibility for certain offers.

## Why It Matters

- Rates and charges can vary by distribution zone, even for the same retailer
- It ensures you're using the correct pricing and tariff options during comparisons
- Some offers or discounts are specific to certain distributors or zones
- It helps validate that the supply address and NMI fall within the correct network area

## Where to Find It on a Bill

- Often listed near the account or supply address section on page 1
- May appear under headings like "Electricity Distributor," "Network Provider," or "Supply Details"
- Sometimes included in the fine print or summary area

**Electricity Account**

**Your Account Details**

CUSTOMER NUMBER	123456
NATIONAL METERING IDENTIFIER (NMI)	4428 7160 390
SUPPLY ADDRESS	123 Test Lane, Newcastle, NSW 2300

**Your Bill**

ISSUE DATE	01 Jan 2020
AMOUNT DUE (INCLUDING GST)	<b>\$215.71</b>
DUE DATE	01 Feb 2020

**Need Help? Get In Touch**

AWAKEN ENERGY ACCOUNT	13 29 56
ENQUIRIES OR COMPLAINTS	www.awakenenergy.com.au
Faults & Emergencies	13 13 38
AUSGRID	24 hours
ENERGY & WATER OMBUDSMAN NSW (EWON)	1800 246 545

**How To Pay**

<b>Online</b> Ref No: 1234 5678 999 Go to <a href="http://awakenenergy.com.au/pay">awakenenergy.com.au/pay</a> to pay with AMEX, VISA, Mastercard, PayTo or PayPal	<b>Billpay Code 13 29 56</b> Ref No: 1234 5678 999 Contact your participating Financial Institution for information on BPAY.	<b>My Account</b> Make a payment, set up Direct Debit, set up e-billing and move home all in one place at <a href="http://awakenenergy.com.au/myaccount">awakenenergy.com.au/myaccount</a>
<b>By Phone</b> Ref No: 1234 5678 999 Call 13 29 56 to pay by AMEX, VISA or Mastercard	<b>Billpay Code: 1234</b> Ref No: 1234 5678 999 Present this invoice with your payment at any Australia Post outlet.	<b>Direct Debit or EvenPay®</b> Set up Direct Debit or EvenPay® in MyAccount or call us on 13 29 56

**Mail-In Payment Slip**  
Customer Number 123456

Please post your cheque with this payment slip attached to:  
Awaken Energy, PO Box 1234, NEWCASTLE, NSW 2300

**Mail**

**Barcode:** 00004260599110

**Summary:** DUE DATE 01 JAN 30 AMOUNT DUE (INCLUDING GST) \$215.71

Page 1 of 1

Distributor Location

# Discounts, Credits & Benefits

Retailers may apply discounts or credits based on customer behaviour, account setup, or loyalty—these can significantly affect the total amount owing.

## What It Is

Retailers often offer discounts or apply credits for:

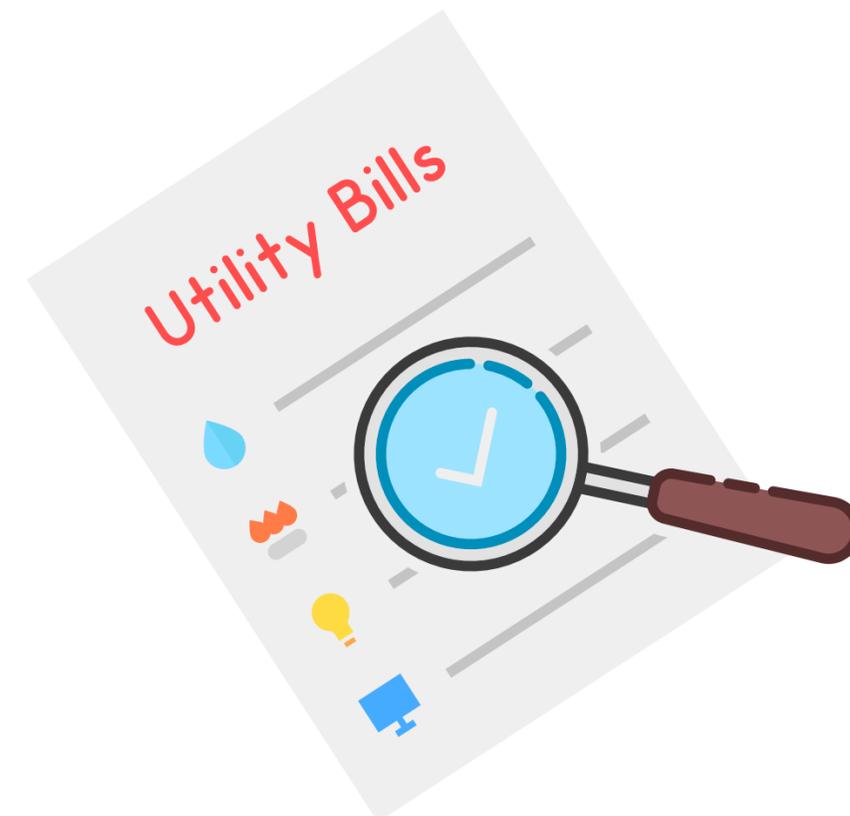
- Paying on time
- Direct debit sign-up
- Bundling electricity and gas
- Loyalty or contract renewals

## Why It Matters

- Not all customers qualify or receive discounts—even if they think they do
- You can offer genuine savings even when the base rate seems competitive
- Missing out on discounts can result in higher overall costs without the customer realising

## Where to Find It on a Bill

- Usually found under “Your benefits this period”
- Typically located on page 1 or 2 of the bill



# Discounts, Credits & Benefits

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$249.54
Payment Received - Thank You	-\$500.00
<b>Balance Brought Forward</b>	<b>-\$250.46</b>
CURRENT TRANSACTIONS (Incl GST)	
Electricity Charges	\$541.17
Other Transactions	-\$75.00
<b>Total Current Transactions (Including GST of \$47.76)</b>	<b>\$466.17</b>
<b>AMOUNT DUE (Including GST)</b>	<b>\$215.71</b>

**ELECTRICITY CHARGES** Charges based on actual read

Your Plan Residential Demand		From 07 September 2024 to 31 October 2024 (55 days)		
Tariff Description	Usage kWh	Rate per kWh	Charges	
Total Peak	176	\$0.248	\$43.64	
Total Shoulder	386	\$0.221	\$85.30	
Total Off Peak	200	\$0.327	\$65.40	
Demand Temperate Peak	1.91 KW	\$0.1553 KW/day	\$16.31	
Service to Property Charge	55 Days	\$1.10 /day	\$60.50	

Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.

Your Plan Residential Demand		From 01 November 2024 to 05 December 2024 (35 days)		
Tariff Description	Usage kWh	Rate per kWh	Charges	
Total Peak	112	\$0.287	\$32.14	
Total Shoulder	245	\$0.248	\$60.76	
Total Off Peak	128	\$0.385	\$49.28	
Demand Summer	3.91 KW	\$0.2627 KW/day	\$35.95	
Service to Property Charge	35 Days	\$1.22 /day	\$42.70	
GST		491.98	\$49.19	

Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.

OTHER TRANSACTIONS		
04/10/2024	AUS GOV ENERGY BILL RELIEF*	-\$75.00
<b>Total Other Transactions</b>		<b>-\$75.00</b>

GST is not applicable

**YOUR TOTAL FOR THIS BILL** **\$139.52**  
OUTSTANDING

More information on next page. Page 2 of 4

Discount

Concession Details

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$230.00
Payment Received - Thank You	-\$230.00
<b>Balance Brought Forward</b>	<b>-\$0.00</b>

**GAS CHARGES** Charges based on actual read

Your Plan: Awaken Warmth		Billing period: 01 Oct 29 to 01 Jan 2030 (97 days)		
Item	Description	Units	Price	Amount
General Usage	First 2009	2009 MJ	\$0.040458	\$81.28
General Usage	Next 2009-266284	499 MJ	\$0.027676	\$13.81
General Usage	Remaining	0 MJ	\$0.025311	\$0.00
Daily Supply		97 Days	\$0.617826	\$59.93
<b>Total Charges</b>				<b>\$155.02</b>
<b>10% PAY ON TIME DISCOUNT</b>				<b>-\$15.50</b>
<b>YOUR TOTAL FOR THIS BILL</b>				<b>\$139.52</b> OUTSTANDING

**METER DETAILS**

Meter	Read Type	Read Start	Read End	Volume	Correction Factor	Heating Value	Usage (MJ)
EC937993	Actual	1469.0	1537.0	68,000	0.9601	38.41	2508.0
<b>Total MJ</b>							<b>2508.0</b>

**This Bill**

**This Time Last Year**

**10.00%**  
increase in usage  
since last year

Gas Usage

Compare Your Usage Over Time

**AWAKEN ENERGY**  
Clean energy, generated on  
Indigenous lands, for all Australians.

12 29 56

enquiries@awakenenergy.com.au

8am-8:30pm Monday to Friday, 9am-5:30pm Saturday (AEST/AEDT)

www.awakenenergy.com.au

Page 2 of 2

# GST

GST (Goods and Services Tax) is a 10% tax applied to electricity and gas bills and must be considered when comparing prices accurately.

## What It Is

- A 10% tax applied to electricity and gas bills
- Can be included in the rates and totals (GST-inclusive)
- Or added at the end of the bill (GST-exclusive)

## Why It Matters

- Misunderstanding GST can throw off a price comparison
- Always quote and compare prices with GST included
- GST-inclusive pricing reflects the actual amount the customer pays

## Where to Find It on a Bill

- Usually shown at the bottom of the charges section

### Listed as:

- Subtotal: \$241.90
- GST (10%): \$24.19
- Total: \$266.09

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)			
Previous Invoice Amount			\$249.54
Payment Received - Thank You			-\$500.00
Balance Brought Forward			-\$250.46
CURRENT TRANSACTIONS (Incl GST)			
Electricity Charges			\$541.17
Other Transactions			-\$75.00
<b>Total Current Transactions (Including GST of \$47.76)</b>			<b>\$466.17</b>
<b>AMOUNT DUE (Including GST)</b>			<b>\$215.71</b>

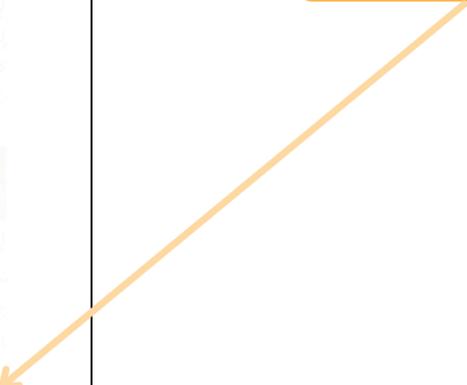
ELECTRICITY CHARGES			
Charges based on actual read			
Your Plan Residential Demand		From 07 September 2024 to 31 October 2024 (55 days)	
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	176	\$0.248	\$43.64
Total Shoulder	386	\$0.221	\$85.30
Total Off Peak	200	\$0.327	\$65.40
Demand Temperate Peak	1.91 KW	\$0.1553 KW/day	\$16.31
Service to Property Charge	55 Days	\$1.10 /day	\$60.50
<small>Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.</small>			
Your Plan Residential Demand		From 01 November 2024 to 05 December 2024 (35 days)	
Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	112	\$0.287	\$32.14
Total Shoulder	245	\$0.248	\$60.76
Total Off Peak	128	\$0.385	\$49.28
Demand Summer	3.91 KW	\$0.2627 KW/day	\$35.95
Service to Property Charge	35 Days	\$1.22 /day	\$42.70
GST		491.98	\$49.19
<small>Peak: 2pm to 8pm weekdays, Shoulder: 7am to 2pm and 8pm to 10pm weekdays and 7am to 10pm weekends, Off peak: All other times. Demand calculation is based on the maximum measured interval consumption. All times are AEST/AEDT. Summer demand rates apply between 1st November to 31st March, Monday to Friday 2pm to 8pm. Winter demand rates apply 1st June to 31st August, Monday to Friday 2pm to 8pm. Temperate season rates apply 1st April to 31st May and 1st September to 31st October, Monday to Friday 2pm to 8pm.</small>			
<b>Total Electricity Charges</b>			<b>\$541.17</b>

OTHER TRANSACTIONS		
04/10/2024	AUS GOV ENERGY BILL RELIEF*	-\$75.00
<b>Total Other Transactions</b>		<b>-\$75.00</b>
<small>GST is not applicable</small>		

More information on next page. Page 2 of 4

GST Location



# Calculating Usage Charges on an Energy Bill

Understanding how usage converts into cost is essential for accurate comparisons and explaining bills clearly to customers.

## How Usage Converts to Cost

- Usage is measured in kilowatt-hours (kWh) for electricity or megajoules (MJ) for gas
- The total usage is multiplied by the applicable rate (e.g. 28.5c/kWh or 3.2c/MJ)
- This forms the variable usage charge, which is usually the largest component of the bill

**Example:** 1,200 kWh × 28.5c = \$342.00 in usage charges

## What About Demand Charges?

- Demand charges are based on the highest level of power drawn at one time, measured in kilowatts (kW)
- This reflects the business's peak demand on the electricity network

**Example:** 10 kW × 30 days × \$0.45 = \$135.00

## What's Included in the Final Bill Total?

- Usage charges
- Daily supply charges
- Metering charges
- Demand or controlled load charges (if applicable)

## Deductions from the Final Total

- Discounts and credits
- Solar Feed-In credits
- Concession rebates
- Previous payments or adjustments

# Calculating Usage Charges on an Energy Bill

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$230.00
Payment Received - Thank You	-\$230.00
Balance Brought Forward	-\$0.00

**GAS CHARGES** Charges based on actual read

Your Plan: Awaken Warmth Billing period: 01 Oct 29 to 01 Jan 2030 (97 days)

Item	Description	Units	Price	Amount
General Usage	First 2009	2009 MJ	\$0.040458	\$81.28
General Usage	Next 2009-266284	499 MJ	\$0.027676	\$13.81
General Usage	Remaining	0 MJ	\$0.025311	\$0.00
Daily Supply	1.91 KW	97 Days	\$0.617826	\$59.93
<b>Total Charges</b>				<b>\$155.02</b>
10% PAY ON TIME DISCOUNT				-\$15.50
<b>YOUR TOTAL FOR THIS BILL</b>				<b>\$139.52</b>

**METER DETAILS**

Meter	Read Type	Read Start	Read End	Volume	Correction Factor	Heating Value	Usage (MJ)
EC937993	Actual	1469.0	1537.0	68.000	0.9601	38.41	2508.0
<b>Total MJ</b>							<b>2508.0</b>

**This Bill** **This Time Last Year**

Gas Usage: 10.00% increase in usage since last year

**Compare Your Usage Over Time**

AWAKEN ENERGY  
Clean energy, generated on Indigenous lands, for all Australians.  
12 29 56 enquiries@awakenenergy.com.au  
8am-8:30pm Monday to Friday, 9am-5:30pm Saturday (AEST/AEDT)  
www.awakenenergy.com.au

Previous Payments

Account Credit \$0.00

Total Charges \$155.02

Discount -\$15.50

Bill Total = \$139.52

**UNDERSTAND YOUR BILL**

TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$0.00
Balance Brought Forward	\$0.00

**CURRENT TRANSACTIONS (Incl GST)**

Electricity Charges	\$2119.21
Other Transactions	\$0.00
<b>Total Current Transactions (Including GST of \$211.92)</b>	<b>\$2119.21</b>
<b>AMOUNT DUE (Including GST)</b>	<b>\$2119.21</b>

**ELECTRICITY CHARGES** Charges based on actual read

Your Plan Residential Demand From 07 September 2024 to 31 October 2024 (55 days)

Tariff Description	Usage kWh	Rate per kWh	Charges
Total Peak	1760	\$	\$436.48
Total Shoulder	3860	\$	\$853.06
Total Off Peak	2000	\$	\$654.00
Demand Temperate Peak	2.91 KW	\$0.1553 KW/day	\$40.67
Service to Property Charge	90 Days	\$ /day	\$135.00
<b>Total Electricity Charges</b>			<b>\$2119.21</b>

**OTHER TRANSACTIONS**

<b>Total Other Transactions</b>	<b>\$0.00</b>
---------------------------------	---------------

**TOTAL AMOUNT DUE** \$2119.21

Total GST for this invoice is \$211.92  
-Consumption apportioned evenly over number of days

**UNDERSTAND YOUR USAGE**

Average kWh per day

● Peak ● Shoulder ● Off Peak

Average daily usage for this account: 13.94 kWh

**YOUR PLAN SUMMARY**

AWAKEN ALL HOURS ENERGY PLAN  
Ideal for high-usage, flexibility, or TOU

Previous Payments

Account Credit \$0.00

Total Charges \$2119.21

Discount -\$0.00

Bill Total \$2119.21

# Understanding Utility Bills:

Test your understanding of how to read and explain energy bills, including key charges, billing terms, and how to identify opportunities for customer savings.



# Workbook Table - Page 8

**Enter the Corresponding Usage into the Bill**

Usage Amounts	
Shoulder	536 kWh
Demand	8 kWh
Daily Supply	100 Days
Peak	1708 kWh
Off Peak	543 kWh

# Workbook Table - Page 9

**Enter the Corresponding Rates into the Bill**

Rate Amounts	
Peak	0.295
Shoulder	0.245
Off Peak	0.195
Demand	0.5
Daily Supply	1.1

# Workbook Table - Page 14

**Enter the Corresponding Usage into the Bill**

Usage Amounts	
Remaining	0
Daily Supply	54 Days
First 2009	1512
Next 2009-266284	0

# Workbook Table - Page 15

**Enter the Corresponding Rates into the Bill**

Rate Amounts	
Remaining	0.2064
Daily Supply	0.9468
Next 2009-266284	0.02511
First 2009	0.028



We hope this training has helped to awaken your enthusiasm and energise your potential as you step into your roles in the energy sales industry. Your passion is the spark that will drive our success at Awaken Energy, lighting the way to a brighter, more sustainable future. Embrace the journey and let your energy shine!