



ABN: 58 673 830 106



- 027258

OWNERS OF THE MEWS
EXCLUSIVE STRATA MANAGEMENT
PO BOX 779
VICTORIA PARK WA 6979

Your account details

Account number **684 643 390**
Invoice number 2152389261
Date of issue 02 Aug 2017
Account period 02 Jun 2017 - 02 Aug 2017
(62 days)

Your account summary

	Opening balance	\$0.00
		+
	New charges	
Due	18 Aug 2017	\$490.50
		=
	Total	\$490.50

Electricity Account

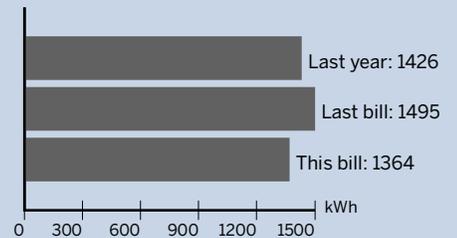
Tax Invoice

Need help with your bill? Visit synergy.net.au/businesshelp

From 1 July 2017, the State Government has announced increases to regulated electricity tariffs that better reflect the components that make up your tariff, such as electricity generation, transport, regulatory costs and the costs associated with maintaining your account.

To see how these changes affect you, visit synergy.net.au/pricechanges

How much energy have you used?



Your average daily usage **22.0000 units**

Your average daily cost **\$7.91 per day**



To track your businesses' energy use and get access to a great range of energy management tools in one convenient spot, visit synergy.net.au/myaccount

Payment options

Direct Debit*
The set and forget way to pay.
Visit synergy.net.au/directdebit

Credit/Debit Card*
Online: synergy.net.au/payments
Phone: 1300 650 900

Mail
Send your cheque payable to Synergy with this payment slip to GPO Box U1913 Perth WA 6845.

*Fees may apply

BPAY®/BPAY View*
Biller Code: 2600
Reference: 684 643 3926
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account.

Post Billpay*
Pay in person at any post office.



*2608 6846433926

OWNERS OF THE MEWS
Account number: 684 643 390



Payment number	684 643 3926
Due 18 Aug 2017	\$490.50

How we've calculated your bill

Previous bill and payments

Last bill	\$377.60
Payments and adjustments	\$377.60cr
Opening balance	\$0.00

Your energy supply details

Supply address: U Cs 147 Charles St, West Perth WA 6005

NMI: 80011748488

Next scheduled read date: 27 Sep 2017

Your usage summary for meter number: 0348009478

Supply period: 01 Jun 2017 - 01 Aug 2017	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
On-peak	1301	1774	473.0000	
Off-peak	3085	3976	891.0000	

New charges

Business Time of Use (R1) tariff

Charge period: 01 Jun 2017 - 30 Jun 2017

	Units	Unit of measure	Unit price (cents)	Amount
On-peak energy charge	228.0000	kWh	30.1703	\$68.79
Off-peak energy charge	431.0000	kWh	9.3052	\$40.11
Supply charge	30	days	171.8829	\$51.56
Your nominated NaturalPower charge	659.0000	kWh	6.8109	\$44.88

Business Time of Use (R1) tariff

Charge period: 01 Jul 2017 - 01 Aug 2017

	Units	Unit of measure	Unit price (cents)	Amount
On-peak energy charge	245.0000	kWh	33.4528	\$81.96
Off-peak energy charge	460.0000	kWh	10.3175	\$47.46
Supply charge	32	days	190.5836	\$60.99
Your nominated NaturalPower charge	705.0000	kWh	7.1135	\$50.15

Plus GST @ 10.00%

\$44.59

Total new charges

\$490.50

If you're having problems paying your account, assistance is available. Please contact us before the due date.

A \$5.00 fee may apply for additional reminder notices sent regarding overdue payment of this account.

Your currently agreed Natural Power percentage is 100.00%

Important information

Need a payment extension?

If you need a little more time to pay your bill, then we're here to help. Visit synergy.net.au/extension

Moving?

Start, close or transfer your connection online. Visit synergy.net.au/moving

If your account has been estimated

If you wish to find out how or why it was estimated, or if you would like to request a meter reading, call us on 13 13 54.

Customer Charter

For information on our products and services, and our obligations under the Customer Service Code, visit synergy.net.au/charter

Complaints

If you have a complaint, please call 1800 208 987. If you're not satisfied with the resolution, you may contact the Energy and Water Ombudsman on 1800 754 004.

Faults

Call the Western Power 24hr emergency line on 13 13 51.

We're here to help

 synergy.net.au

 13 13 54

 TTY Service: (08) 9221 8608

 Interpreter Service: 13 14 50



We have the power to power ourselves.

We can access and act on information in an instant.

Your energy use is no different. Never before have you had access to so much data and information to inform how much or how little energy you use in your business.

Having more control of your energy is particularly helpful as the costs involved in supplying energy to run your business continue to change.

The State Government recently announced changes to regulated electricity retail tariffs from 1 July 2017. The new tariffs are reflected in the table below.

How Synergy can help your business manage these changes.

The best way to start managing the energy you use is to login or register for My Account for Business.

My Account gives you the tools you need, to give you greater control over the energy used by your business. Features include your billing history, a selection of payment options to suit your needs, visibility of when your business is using more or less energy, and the ability to track energy usage at multiple premises.

Visit synergy.net.au/myaccount

New electricity tariff prices from 1 July 2017

Tariff	Description	Price (Inc. GST)
Business Plan (L1)		
	Supply charge – cents per day	50.7504
	First 1650 units per day – cents per unit	33.3546
	More than 1650 units per day – cents per unit	30.0972
Business Time of Use (R1)		
	Supply charge – dollars per day	2.0964
	Peak – cents per unit	36.7981
	Off Peak – cents per unit	11.3493
Home Business Plan (K1)		
	Supply charge – cents per day	53.8864
	First 20 units per day – cents per unit	29.3544
	Next 20-1650 units per day – cents per unit	33.6081
	More than 1650 units per day – cents per unit	30.3260
Community Service Plan (C1)		
	Supply charge – cents per day	36.6182
	First 20 units per day – cents per unit	19.9600
	Next 20-1650 units per day – cents per unit	25.0081
	More than 1650 units per day – cents per unit	22.5658
Charity Accommodation Plan (D1)		
	Supply charge – cents per day first 5 beds	45.3145
	Supply charge – cents per day for each additional 5 beds	35.1848
	Electricity charge – cents per unit	24.7001

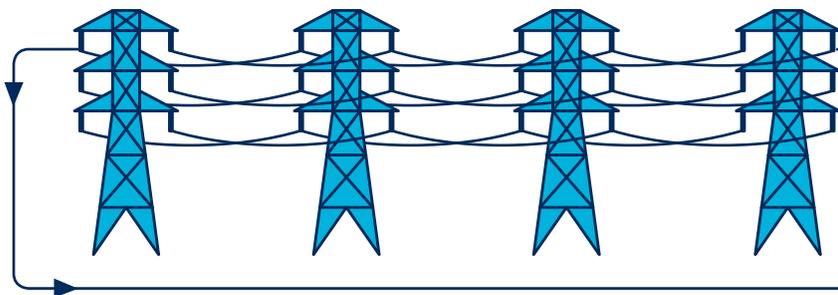
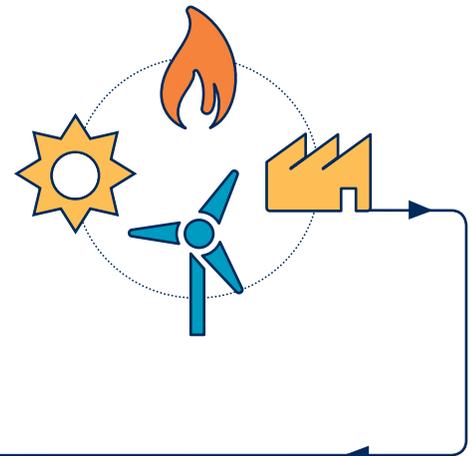
You can find more information on these changes at synergy.net.au/pricechanges

How does WA's electricity industry work?

Find out where your money goes.

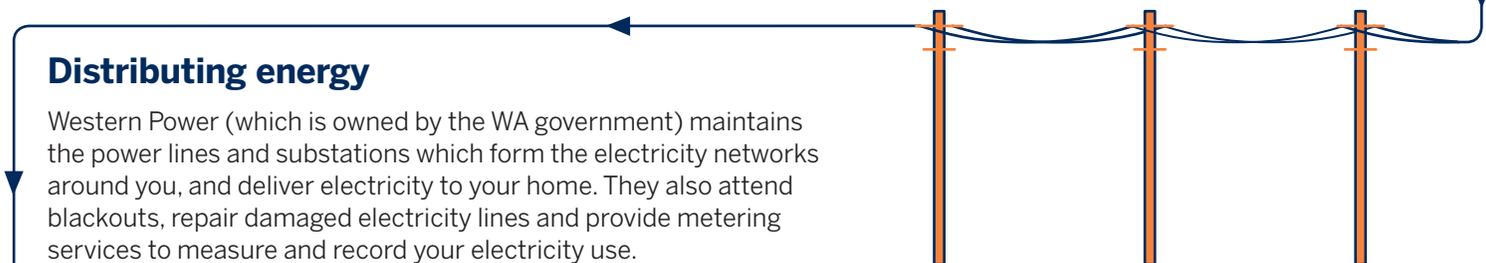
Making energy

Synergy produces about 60% of the South West's energy supply with the remaining 40% produced by a number of other generators. Currently, WA still relies heavily on fossil fuels (coal), with wind, solar and gas also playing important roles in our energy mix. As we head towards our intelligent energy future, Synergy is committed to providing more environmentally sustainable power solutions for our customers. Residential solar panels currently have the potential to generate over 564MW of electricity per day.



Carrying energy

Conductors are sets of high voltage transmission lines that carry electricity from generators to WA's metro and regional areas. Western Power maintains the transmission infrastructure.



Distributing energy

Western Power (which is owned by the WA government) maintains the power lines and substations which form the electricity networks around you, and deliver electricity to your home. They also attend blackouts, repair damaged electricity lines and provide metering services to measure and record your electricity use.

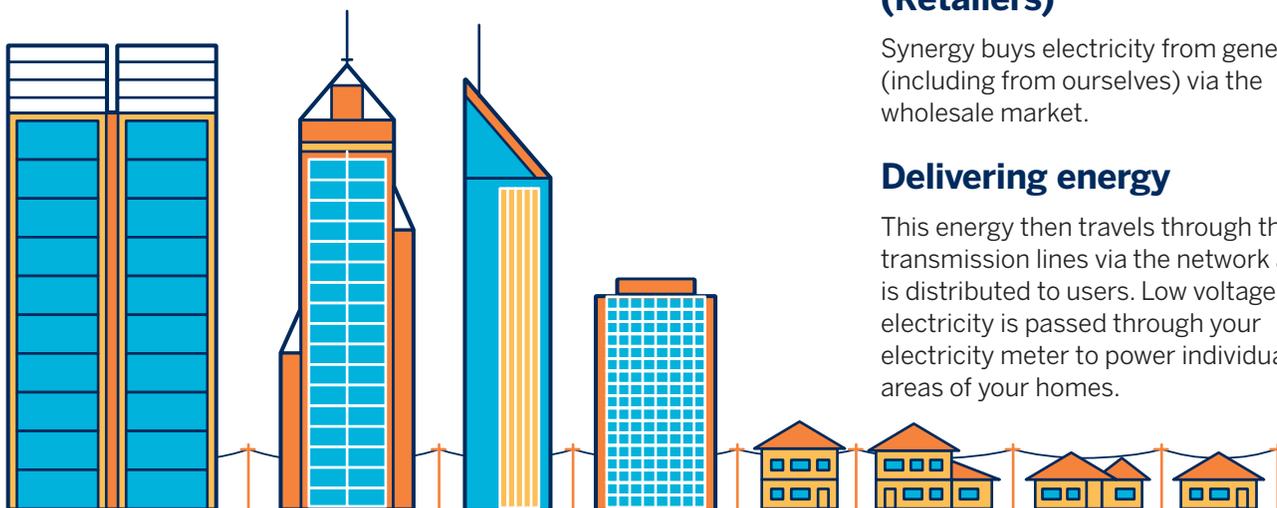


Buying and selling energy (Retailers)

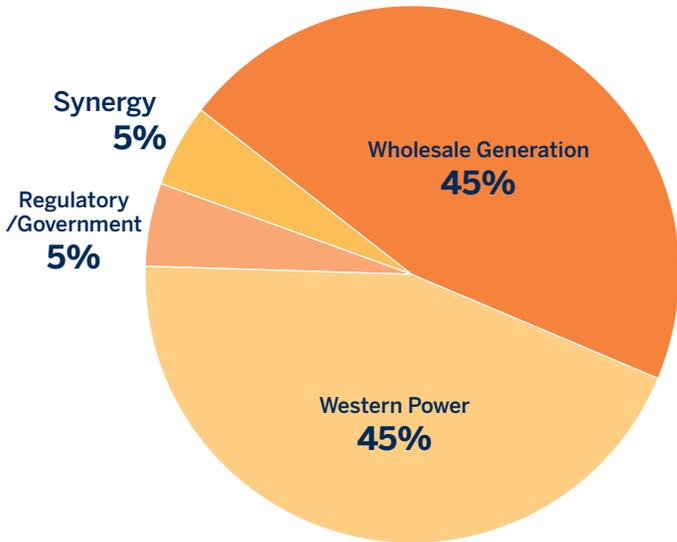
Synergy buys electricity from generators (including from ourselves) via the wholesale market.

Delivering energy

This energy then travels through the transmission lines via the network and is distributed to users. Low voltage electricity is passed through your electricity meter to power individual areas of your homes.

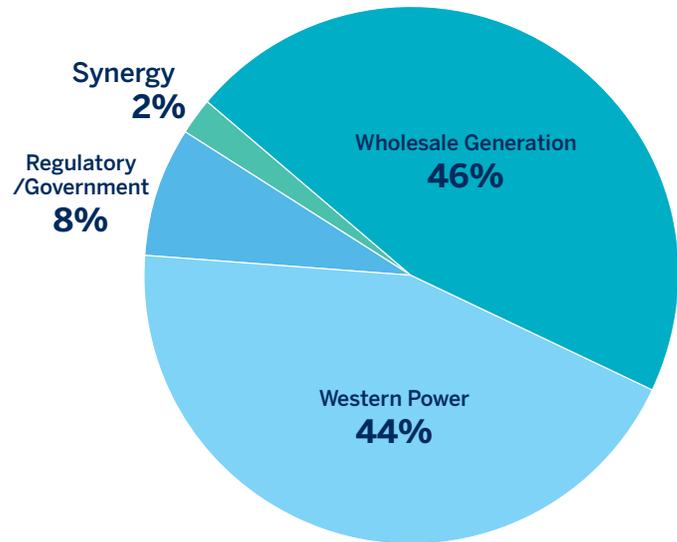


Breakdown of a typical electricity bill:



Residential

Approximate only. Based on an average consumption of a Western Australian residential customer on an A1 tariff. Individual customer proportions will vary. Does not include solar.



Business

Approximate only. Based on an average consumption of a contestable Western Australian Small Business Customer. Individual customer proportions will vary. Does not include solar.

Where does the money go?

Wholesaler/Generator costs:

Generation costs include investment and operating expenses that go into running WA's electricity power stations, including those at Collie, Kwinana, Cockburn and Pinjar. These costs make up approximately 45% (residential) and 46% (business) of your bill. A component of these costs includes a capacity charge which helps ensure back up generation is always available during periods of extreme power usage.

Regulatory/Government costs:

The WA government supports investment in renewable energy to deliver a cleaner energy future for residents, and assists in meeting the growing energy demand. This investment will help WA contribute to meeting the national renewable energy generation target of approximately 33,000GWh/yr by 2020. These costs combined currently make up approximately 5% (residential) and 8% (business) of your bill.

Network distribution costs:

These make up around 45% (residential) and 44% (business) of your bill. These costs help Western Power operate and maintain the substations, transmission lines and meters which transport energy to your home or business.

Synergy costs:

As an energy retailer, Synergy sells electricity and bills you for your usage and supply charges. For most of our customers, energy prices are reviewed by the State Government every year. Any changes to electricity tariffs, fees and charges are always communicated to customers before taking effect. The State Government determines the percentage that tariff prices change (up or down) and Synergy (as your energy retailer) are told to pass on this cost to customers. The rates per KWh that are passed onto small use electricity customers (less than 160MWh per year) are regulated by the WA Government under electricity by-laws and are below electricity supply costs.

For some larger business customers, Synergy competes with other retailers to offer the best products and prices.

Retailer costs include connecting/disconnecting customers, providing customer service and managing customer accounts.

