



- 026929

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

### Your account details

Account number **684 643 390**  
 Invoice number 2020583805  
 Date of issue 04 Feb 2019  
 Account period 30 Nov 2018 - 04 Feb 2019  
**(67 days)**

### Your account summary

	Opening balance	\$0.00
		<b>+</b>
	New charges	
Due		<b>\$331.95</b>
20 Feb 2019		
		<b>=</b>
	Total	<b>\$331.95</b>

# Electricity Account

## Tax Invoice

Need help with your bill? Visit [synergy.net.au/businesshelp](http://synergy.net.au/businesshelp)

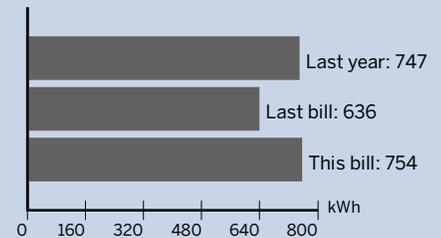


## Why Direct Debit by Instalments?

Because you can choose how much and how often you pay your bills, giving you more control over your budget.

Visit [synergy.net.au/instalments](http://synergy.net.au/instalments)

### How much energy have you used?



Your average daily usage **11.6000 units**  
 Your average daily cost **\$5.11 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](http://synergy.net.au/myaccount)

### Payment options

**Direct Debit\***  
The set and forget way to pay.  
Visit [synergy.net.au/directdebit](http://synergy.net.au/directdebit)

**Credit/Debit Card\***  
Online: [synergy.net.au/payments](http://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 20 Feb 2019 **\$331.95**

# How we've calculated your bill

## Previous bill and payments

Last bill	\$292.75
Payments and adjustments	\$292.75cr
<b>Opening balance</b>	<b>\$0.00</b>

## Your energy supply details

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

**NMI:** 80011748488

**Next scheduled read date:** 01 Apr 2019

## Your usage summary for meter number: 0348009478

<b>Supply period:</b> 28 Nov 2018 - 31 Jan 2019	<b>Previous meter reading</b>	<b>Current meter reading</b>	<b>Units imported (kWh)</b>	<b>Units exported (kWh)</b>
On-peak	3587	3729	142.0000	
Off-peak	9050	9662	612.0000	

## New charges

<b>Business Time of Use (R1) tariff</b> <b>Charge period:</b> 28 Nov 2018 - 31 Jan 2019	<b>Units</b>	<b>Unit of measure</b>	<b>Unit price (cents)</b>	<b>Amount</b>
On peak energy charge	142.0000	kWh	32.6256	\$46.33
Off peak energy charge	612.0000	kWh	9.7877	\$59.90
Supply charge	65	days	300.8180	\$195.53
Plus GST @ 10.00%				\$30.18
<b>Total new charges</b>				<b>\$331.95</b>

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

A \$5.25 fee may apply for additional reminder notices sent regarding overdue payment of this account.

## 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](http://synergy.net.au/extension)

### Moving?

Start, close or transfer your connection online. Visit [synergy.net.au/moving](http://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](http://synergy.net.au/charter)

### Complaints process

At Synergy, we're here to help. If you have a complaint, please call 1800 208 987 to speak with our Customer Service Representative. If they're unable to resolve your complaint, our Complaints Team may be able to help. If your complaint remains unresolved, you can 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](http://synergy.net.au)

 13 13 54

 TTY Service: (08) 9221 8608

 Interpreter Service: 13 14 50



# Service Standard Payments

If you are a small-use customer, did you know that if Synergy or Western Power fails to meet certain standards of service, you might be eligible for a Service Standard Payment?

Synergy and Western Power have a range of Service Standard Payments that can be made to our customers if our service delivery falls short of the performance standards outlined in the Code of Conduct or Network Quality and Reliability of Supply Code.

## Synergy's Service Standard Payments cover the following events:

**Reconnections:** a customer\* can claim (from Synergy) payments of \$60 a day for each day a reconnection is delayed beyond regulated timeframes, because of Synergy or Western Power, up to a maximum of \$300. The claim must be made within three months of the late reconnection.

**Wrongful disconnection:** in the event that Synergy arranges for a customer's energy supply to be disconnected, contrary to the Code of Conduct requirements, Synergy is required to make payment to a customer\* of \$100 per day for each day the customer remains wrongfully disconnected.

**Customer service:** if a customer's written complaint is not acknowledged within 10 business days, or responded to by addressing the matter in the complaint within 20 business days, a customer\* can claim a \$20 payment from Synergy. The claim must be made within three months of the late acknowledgement or response.

## Western Power's Service Standard Payments cover the following events:

**Notification of planned interruption:** An eligible customer\*\* may claim a \$20 payment when 72 hours notice of a planned power interruption hasn't been given, except in the case of an emergency or if the interruption was requested by the customer or by the retailer. The claim must be made to Western Power within 60 days of the interruption.

**Extended interruptions:** An eligible customer\*\* may claim an \$80 payment if the electricity supply to the customer's home was interrupted for more than 12 continuous hours, except in the case of an emergency or if the interruption was requested by the customer or by the retailer. The claim must be made to Western Power within 60 days after the interruption ceases.

**Customer service:** A customer\* may claim a \$20 payment if a written complaint is not acknowledged within 10 business days or responded to within 20 business days. The claim must be made to Western Power within 3 months of the late, or lack of, acknowledgement or response.

**Wrongful disconnection:** If Western Power disconnects a customer's electricity supply other than as authorised by the Code of Conduct or by Synergy, Western Power is required to pay the customer\* \$100 per day for each day the customer was wrongfully disconnected, except if the disconnection occurred for reasons outside of Western Power's control.

For more information about your eligibility and how to apply for Western Power's Service Standard Payments, go to [westernpower.com.au](http://westernpower.com.au)

To view the Code of Conduct in full, visit [synergy.net.au/terms](http://synergy.net.au/terms)

\* A customer is someone consuming up to 160MWh. For example, residential and small/medium enterprise customers only.

\*\* An eligible customer is a customer who consumes no more than 50MWh of electricity per year.

