



- 021632

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

Your account details

Account number **684 643 390**
 Invoice number 2065155005
 Date of issue 05 Feb 2021
 Account period 03 Dec 2020 - 05 Feb 2021
(65 days)

Your account summary

	Opening balance	\$931.52cr
		+
	New charges	\$343.37
No payment required		=
	Total	\$588.15cr

Electricity Account

Tax Invoice

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

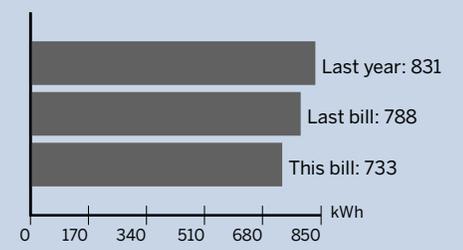
Power delivered straight to you.

With My Account, you can control your business's energy use straight from your own device.



Learn more at synergy.net.au/myaccount

How much energy have you used?



Your average daily usage **11.4531 units**
 Your average daily cost **\$5.37 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**

No payment required **\$588.15cr**

No payment is required as your account is in credit.

How we've calculated your bill

Previous bill and payments

Last bill	\$931.52cr
Payments and adjustments	\$0.00
Opening balance	\$931.52cr

Your energy supply details

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

NMI: 80011748488

Next scheduled read date: 06 Apr 2021

Your usage summary for meter number: 0348009478

Supply period: 03 Dec 2020 - 04 Feb 2021	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
On-peak	6359	6513	154.0000	
Off-peak	16981	17560	579.0000	

New charges

Business Time of Use (R1) tariff

Charge period: 03 Dec 2020 - 04 Feb 2021

	Units	Unit of measure	Unit price (cents)	Amount
On peak energy charge	154.0000	kWh	34.0104	\$52.38
Off peak energy charge	579.0000	kWh	10.2031	\$59.08
Supply charge	64	days	313.5850	\$200.69

Plus GST @ 10.00%

\$31.22

Total new charges

\$343.37

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 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

 13 13 54

 TTY Service: (08) 9221 8608

 Interpreter Service: 13 14 50



Service Standard Payments

Did you know that if Synergy or Western Power does not 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 applicable to eligible customers if our service delivery falls short of the performance standards outlined in the Code of Conduct for the Supply of Electricity to Small Use Customers (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, due to Synergy's or Western Power's actions, 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 electricity 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, or lack of, acknowledgment 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, acknowledgment 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

To view the Code of Conduct in full, visit synergy.net.au/terms

* A customer is someone consuming up to 160MWh per year. 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.

