

Electricity Account - Tax Invoice

Account Number

68 464 3390



ABN: 58 673 830 106
GPO Box U1913
Perth WA 6845

ENQUIRIES

13 13 53

TTY: (08) 9221 8608

Interpreter Service 13 14 50
synergy.net.au

Date of Issue **29/01/2016**

Payable By

16 Feb 2016

TOTAL DUE

\$305.85

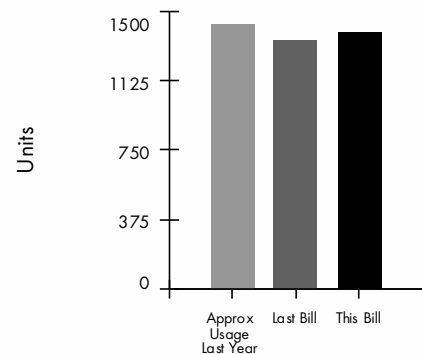
(includes GST)

Account Summary:

Total of Previous Bill	Payments & Adjustments	Balance	Current Charges	
\$301.85	\$301.85CR	\$0.00	\$305.85	=
See over for details.				

Supply Period: For **59** Days From: 25 Nov 2015 To: 22 Jan 2016
Supply Address: U CS 147 CHARLES ST, WEST PERTH WA 6005

Usage Comparison



Average Daily Consumption
24 units

Average Daily Cost
\$5.18



PAYMENT SLIP

OWNERS OF THE MEWS
Account Number: 68 464 3390



Credit Card
Bill Code 2600 Ref 684 643 3926
Internet : Visit synergy.net.au/payments
Phone : Call 1300 650 900



* A credit/debit card transaction fee of 0.53% incl. GST will apply for Visa/MasterCard payments. American Express credit cards will incur a transaction fee of 1.68% incl. GST.



BPAY / BPay View
Bill Code 2600 Ref 684 643 3926
Contact your participating financial institution to make a payment of more than \$10 using your debit card.



POST Billpay
Pay by cash, cheque or Eftpos at any post office.



Direct Debit
Call 13 13 53 or visit synergy.net.au/directdebit.*



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



Centrepay
Concession Card Holders may also pay using Centrelink's payment scheme. Please refer to the message box on the back of this payment slip.



*2608 6846433926 **POST billpay**

000684643392005

Payment Number

684 643 3926

Payable By

16 Feb 2016

TOTAL DUE

\$305.85

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Usage Calculations

Tariff	Reading Type	Meter Number	Current Meter Reading	Equals Total Units Used
SM1 Smart Power (SM1) Tariff				
On Peak	Normal	0150001406	44169	22
Off Peak	Normal	0150001406	212099	1217
High Shoulder	Normal	0150001406	38331	103
Low Shoulder	Normal	0150001406	34260	50

Current Account Details

SM1 Smart Power (SM1) Tariff

22.0000 units @ 46.116900 cents per unit	\$	10.15
1217.0000 units @ 11.983400 cents per unit	\$	145.84
103.0000 units @ 23.023100 cents per unit	\$	23.71
50.0000 units @ 19.078800 cents per unit	\$	9.54
Supply Charge @ 42.894000 cents per day	\$	25.31

NATURAL POWER PREMIUM

1392.0000 units @ 4.561800 cents per unit	\$	63.50
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Plus GST @ 10%	\$	27.81
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Total	\$	305.85	▶ \$	305.85
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Total Payable	\$	305.85
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Your current agreed Natural Power percentage is 100%.

If you are having problems paying your account, assistance is available, please contact us before the due date.

A \$4.75 fee may apply for additional reminder notices sent regarding overdue payment of this account.

Concessions - Concession Card Holders are eligible to receive a rebate on their residential electricity bill. If you receive a Centrelink payment you may also pay using Centrelink's Centrepay payment scheme. To find out more please call Centrelink. To register please use the Synergy reference number 555015042S and your payment number 6846433926.

Customer Charter - Contains useful information including our products and services, safe use of electricity, and our obligations under the Customer Service Code. For more information please visit synergy.net.au/charter or call us on 13 13 53.

Faults - To report a fault or emergency please call the Western Power 24-hour fault and emergency line on 13 13 51.

Complaints - We are committed to handling your complaint in a courteous and efficient manner. If you have a complaint, in the first instance, please call **1800 208 987**. If you are not satisfied with the resolution, you may contact the Energy and Water Ombudsman on 1800 754 004.

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 or verification of a meter reading, please call us on 13 13 53 for residential customers or 13 13 54 for business customers.



Being open and fair

That's where our
energy's going

Service Standard Payments

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

* 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 not more than 50MWh of electricity per year.

Here are some simple tips to help you save energy. We've listed changes you can make straight away at no cost, as well as some others that can be implemented when you can.



Cooling

To do now at no cost:

- Shut your blinds or curtains during sunny summer days to stop sunlight from heating rooms.
- Close all windows and doors before turning your air conditioner on, and limit cooling to just where you need it.
- Set your air conditioner to 24°C in summer.
- Clean the filters and outdoor unit on your air conditioner regularly to keep it free from dust and dirt.

To do when you can:

- Service your air conditioner as often as the manufacturer recommends. This will help keep it running efficiently.



Audio and home entertainment

To do now at no cost:

- Dust off the Monopoly and have a family board game night once a week instead of watching television.
- Make a rule around the house that only one television is allowed on at all times. It's a great opportunity to spend time together.
- Turn off all appliances at the wall, including game consoles, media players and audio equipment, when not in use.
- Ensure the last person to leave a room turns off the lights.

To do when you can:

- Upgrade to a new TV with a good energy rating.
- LCD and LED TV's are usually more energy-efficient than plasmas and many new models have built-in eco settings to reduce energy usage.



Kitchens and cooking

To do now at no cost:

- Microwave ovens use less energy than standard ovens, so use your microwave when appropriate for cooking, re-heating or defrosting.
- Only use your dishwasher when it's full. Try doing one full load every few days rather than smaller daily loads. This saves both energy and water.

To do when you can:

- Old dishwashers tend to be less energy-and water-efficient than newer ones, so if you've had your dishwasher for a number of years, consider upgrading to a more efficient model.
- Remember to consider the energy star ratings when purchasing new appliances. The cheapest model may not always be the most cost-efficient option.



Laundry and bathroom

To do now at no cost:

- Select the cold wash on your washing machine where possible. This could help you save on household costs and keep clothes looking brighter for longer.
- Only use your washing machine when it has a full load to help save water and energy.
- Ban the clothes dryer. It uses a lot of energy, so hang clothes on an outdoor line on sunny days, or on a clothes horse under shelter on wet ones.

To do when you can:

- To keep your hot water system working efficiently, have it serviced as often as the manufacturer recommends. Also make sure the hot water system outlet pipe is well insulated.



Bedroom and study

To do now at no cost:

- Shut down your computer when not in use. And if you're going to be away from your computer for a while, activate its standby/hibernate feature.
- Turn phone and tablet chargers off at the wall when you're not using them.

To do when you can:

- Swap your old light bulbs for energy-saving compact fluorescent and LED ones. They last longer and use less power.

For more helpful tips and hints to help you save energy around the home, visit synergy.net.au/tips