



ABN: 58 673 830 106



- 025593

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

## Your account details

Account number	684 643 390
Invoice number	2025017897
Date of issue	06 Aug 2020
Account period	09 Jun 2020 - 06 Aug 2020 (59 days)

## Your account summary

	Opening balance	\$2,063.81cr
		+
No payment required	New charges	\$407.89
		=
	Total	\$1,655.92cr

# Electricity Account

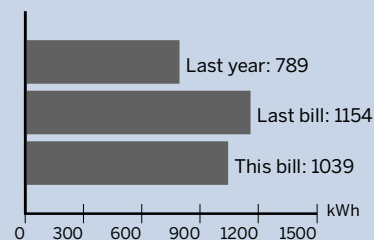
## Tax Invoice

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

The State Government has approved changes to the regulated electricity tariffs which will apply from 1 July 2020. During these unprecedented times, Synergy has been working to do everything in their power to keep energy costs low in WA. Although rates for electricity consumption and daily supply charges may increase, we've expanded our support services to assist eligible businesses with this change.

For more information,  
visit [synergy.net.au/pricechanges](https://synergy.net.au/pricechanges)

## How much energy have you used?



Your average daily usage 17.0328 units  
Your average daily cost \$6.69 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](https://synergy.net.au/myaccount)

## Payment options



### Direct Debit\*

The set and forget way to pay.  
Visit [synergy.net.au/directdebit](https://synergy.net.au/directdebit)



### Credit/Debit Card\*

Online: [synergy.net.au/payments](https://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\*

Bill 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 \$1,655.92cr

No payment is required as your account is in credit.

# How we've calculated your bill

## Previous bill and payments

Last bill	\$2,063.81cr
Payments and adjustments	\$0.00
<b>Opening balance</b>	<b>\$2,063.81cr</b>

## Your energy supply details

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

**NMI:** 80011748488

**Next scheduled read date:** 01 Oct 2020

## Your usage summary for meter number: 0348009478

<b>Supply period:</b> 06 Jun 2020 - 05 Aug 2020	<b>Previous meter reading</b>	<b>Current meter reading</b>	<b>Units imported (kWh)</b>	<b>Units exported (kWh)</b>
On-peak	5578	5900	322.0000	
Off-peak	14997	15714	717.0000	

## New charges

### Business Time of Use (R1) tariff

**Charge period:** 06 Jun 2020 - 30 Jun 2020

	<b>Units</b>	<b>Unit of measure</b>	<b>Unit price (cents)</b>	<b>Amount</b>
On peak energy charge	131.0000	kWh	33.3108	\$43.64
Off peak energy charge	293.0000	kWh	9.9933	\$29.28
Supply charge	25	days	307.1352	\$76.78

### Business Time of Use (R1) tariff

**Charge period:** 01 Jul 2020 - 05 Aug 2020

	<b>Units</b>	<b>Unit of measure</b>	<b>Unit price (cents)</b>	<b>Amount</b>
On peak energy charge	191.0000	kWh	34.0104	\$64.96
Off peak energy charge	424.0000	kWh	10.2031	\$43.26
Supply charge	36	days	313.5850	\$112.89

Plus GST @ 10.00%

\$37.08

**Total new charges**

**\$407.89**

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

### Moving?

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

 13 13 54

 TTY Service: (08) 9221 8608

 Interpreter Service: 13 14 50





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**Account number:** 684 643 390  
**Date of issue:** 06 Aug 2020

Dear OWNERS OF THE MEWS

Synergy has been working with the State Government to provide support for small businesses and the WA Community in response to COVID-19. As part of that support, the WA Small Business and Charity Tariff Offset was applied to your account before your last bill. You are receiving this letter because your account is in credit, and some or all of this credit relates to the Offset.

As per the terms and conditions of the Offset, the remaining amount can only be applied to future charges incurred for the supply of electricity from Synergy and cannot be refunded or cashed-out. If you would like further details please refer to the FAQs on our website <http://www.synergy.net.au/covid19business>.

Yours sincerely,

**Colin Smith**  
General Manager Customer  
Experience, Retail



# Energy prices: What's changed.

The WA Government has approved changes to select regulated electricity tariffs which will apply from 1 July 2020. Synergy has worked alongside them to keep any energy price increases and charges as low as possible for all businesses and charities across Western Australia.

As there has never been a tougher time to be in business, Synergy is committed to providing financial support to our customers across the state. We're offering more support services and one-on-one help to assist you with the costs of running your business during this time. It's help whenever you need it.

## Better energy use with My Account.

Managing the way your business uses energy has never been easier. My Account for Business gives you access to a number of useful features including billing history, payment options, visibility of when your business is using energy and the ability to track energy usage at multiple premises. Visit [synergy.net.au/myaccount](https://synergy.net.au/myaccount) to find out more and register.

## New electricity tariff prices from 1 July 2020

Tariff	Price (Inc. GST)
<b>Business Plan (L1)</b>	
Supply charge – dollars per day	1.8447
Electricity charge – first 1650 units per day – cents per unit	28.7065
Electricity charge – more than 1650 units per day – cents per unit	32.3656
<b>Business Time of Use (R1)</b>	
Supply charge – dollars per day	3.4494
Electricity charge – peak (8am – 10pm) – cents per unit	37.4114
Electricity charge – off peak (10pm – 8am weekdays and all weekend, excludes public holidays) – cents per unit	11.2234
<b>Home Business Plan (K1)</b>	
Supply charge – dollars per day	1.8234
Electricity charge – first 20 units per day – cents per unit	30.1107
Electricity charge – next 20-1650 units per day – cents per unit	28.3753
Electricity charge – more than 1650 units per day – cents per unit	31.9921
<b>Community Service Plan (C1)</b>	
Supply charge – cents per day	99.7104
Electricity charge – first 20 units per day – cents per unit	23.2958
Electricity charge – next 20-1650 units per day – cents per unit	24.8550
Electricity charge – more than 1650 units per day – cents per unit	23.7081
<b>Charity Accommodation Plan (D1)</b>	
Supply charge (first 5 beds) – cents per day	98.3532
Supply charge (each additional 5 beds) – cents per day	36.4628
Electricity charge – cents per unit	24.9876

You can find out more on the price changes at [synergy.net.au/pricechanges](https://synergy.net.au/pricechanges)

