

# How to read your energy bill



Energy bills can be confusing, but if you know how to read them it's easier to stay informed about your usage. Learning how to read your bill will help you understand how you're being charged and could save you money.

- 1 How much you need to pay and the due date
- 2 The address the electricity is supplied to
- 3 You'll need this number when you call your retailer. It identifies your account
- 4 This number identifies your electricity meter
- 5 Your retailer must let you know if you could be on a better/cheaper plan. Call your retailer if you see a figure in this box
- 6 A list of phone numbers to call for help including complaints, fault and emergencies and interpreting services

## Electricity Account

Customer Name  
123 Example Street  
Suburb, State, Postcode

Issue date: 1 Oct 2025  
Tax invoice

Amount due  
**\$526.08**  
Due date  
**24 October 2025**

### Account details

- 2 **Supply address:** 123 Example Street  
Suburb, State, Postcode
- 3 **Account number:** XXX XXX XXX
- 4 **National Metering Identifier (NMI):** 4XXXXXXXXXX

### 5 Could you save money on another plan?

Based on your past usage, you are on the best plan we can offer you. The Australian Energy Regulator requires us to include this information.

You can compare plans from other retailers on the Energy Made Easy website at [energymadeeasy.gov.au](http://energymadeeasy.gov.au)

### 6 Need help?

- Enquiries and complaints:** XXX XXX
- Faults or emergencies (distributor):** XXX XXX
- Energy & Water Ombudsman NSW:** 1800 246 545
- Translating and Interpreting Service (TIS):** 1800 XXX XXX

7 This will show you if your bill is estimated

8 This graph shows your electricity usage over time. This is an example only. The items on your bill will be different

9 The last payment you made

10 The dates of this bill

11 Usage and charges for this bill broken down by tariff type. The items charged on your bill will be different

12 If you have roof top solar and/or a battery, this is where you will find the solar export and feed in price, also known as a buy back rate

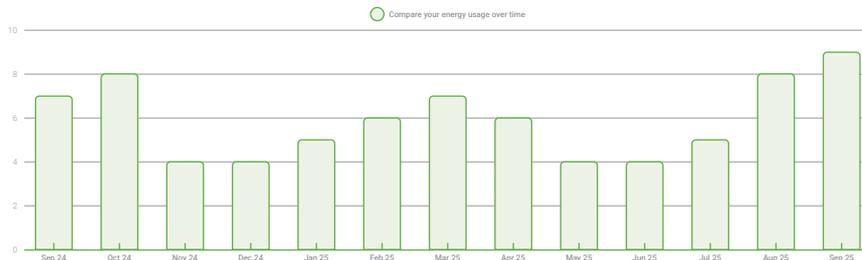
13 Comparing average daily usage rather than total usage is helpful as billing periods can vary

14 Government concessions and rebates applied to your account

### Usage charges

7 This bill is based on an actual meter reading.

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9 Payment received

Payment received on 12 July 2025

10 Billing period

3 July 2025 – 1 October 2025

11 New charges and credits

Item	Description	Units	Price	Amount
Peak usage	5pm - 8pm weekdays	571.401 kWh	\$0.449680	\$256.95
Off-peak usage	All other times	372.37 kWh	\$0.249480	\$92.90
Shoulder	7am - 5pm and 8pm - 10pm weekdays	337.60 kWh	\$0.387090	\$130.68
Daily supply charge		91 days	\$1.685320	\$153.36
Solar export	Retail feed-in tariff	1,444,881	\$0.076 per kWh	\$109.81 CR
<b>Total</b>				<b>\$526.08</b>

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13 Average daily usage

12kWh  
Up 8% since last year

14 Government rebates or concessions

Life Support Rebate

## Make a complaint or enquiry

Freecall: 1800 246 545\*  
Mon – Fri, 9am – 5pm

Freepost: Reply Paid 86550  
Sydney South NSW 1234

Interpreter: 131 450

TTY/Voice: 133 677

Online: [ewon.com.au](http://ewon.com.au)

In-person: World Square, 680 George Street, Sydney, NSW 2000



Energy & Water Ombudsman NSW

\* If you are calling from a mobile phone, let us know and we will call you back