

reading your invoice

Your QENERGY Invoice Explained!

Staying transparent to our customers is part of our corporate values and because of this, we want you to better understand your QEnergy invoice. Read through this for a discussion of all pertinent information found in the invoices you're receiving from us.



account details

This contains your business name for which the account is registered, your full name, and the supply address where the registered account is located. The address appearing in the invoice is where your invoice will be sent to should you ask for a hardcopy.



account summary

This is a summary of the balances, charges, and tax under your QEnergy account.



how to get in touch

What digits to dial when there's a power failure, or emergency. It also contains QEnergy's website should you need to get in touch with us.



invoice details

The account number (EW ID) for which the invoice is issued, your National Meter Identifier (NMI), the issue date of the invoice, and the invoice number. This also contains the total amount due and when it is due for payment.



your electricity usage

This contains a graph showing the comparison of your monthly electricity usage within the contract duration of your account with QEnergy.

1300 698 992*
Mon - Fri 8am-5pm ABN 58 120 124 101

000001 000
Company Name
Customer Name
Supply Address
Supply City, State & Postcode

Power Failure 13 19 62
Emergencies 13 19 62
Online qenergy.com.au

Account Number EW000000
NMI QB000000000
Issue Date 14 JAN 2019
Invoice Number 0000001

Tax Invoice
Amount Due \$653.64
Due by 29 JAN 2019
Any payments made after issuing of this invoice will appear on your next invoice. Amount due includes GST.

Your Electricity Usage
kWh Tonnes
Apr 18 Jul 18 Oct 18 Jan 19
Electricity usage (kilowatt hours)
Greenhouse gas emissions (tonnes)

Your Daily Usage this period
This Account 29.75 kWh
Same period last year NA
Ave. Cost per day (inc. GST) \$7.65

For information on how to reduce your greenhouse gas emissions, visit climatechange.gov.au

QENERGY_BILL_Broadcast_000000000000000001

Do quarterly electricity bills give you the budget blues?
Call your QEnergy Account Manager today and ask about our easy monthly payment option.
Quality Energy Your Way

* Cost of a local call from a landline within Australia. Calls from mobiles will incur a higher charge.



Electricity Meter Readings

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Electricity Charges

6A **NMI:** 00000000000
Supply address: Supply Address, Supply City, State & Postcode
Billing period: DD MM YYYY to DD MM YYYY
Billing days: 92

Meter Read
 Next scheduled meter read will be within 2 business days of Friday 12 April 2019.

Plan Description	Meter Number	Previous Reading	Reading Type	Current Reading	Multiplier	Total Usage (kWh)
VARIABLE BIZ 17% DISC 8500	0000000/1	00000	Actual	00000	1	2737

Breakdown of Charges

Energy	Quantity	Rate	Total
Usage VARIABLE BIZ 17% DISC 8500 Retail	2,737.00 kWh	19.3340 c/kWh 19.3340 c/kWh	\$529.17
Service To Property Charge	92 Days	1.2011 \$/day	\$110.50
Total for NMI Ex GST: 00000000000			\$639.67

Payments Received

Date	Description	Amount
DD MM YYYY	Payment Received 31/10/2018 - Thank you	-\$524.09
Total		-\$524.09

Adjustments

Date	Description	Amount
DD MM YYYY	Paper Bill Fee Adjustment	\$2.75
DD MM YYYY	Refer A Friend Adjustment (incl GST)	-\$50.00
Total		\$2.75

Other Charges and Concessions

Description	Amount
Cheques Processing Fee	\$4.75
Total	\$4.75

Payment Options

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Pay to Our Account
 To set up direct debit please call us on 1300 698 992. Pay now to the below account quoting your reference number: 8627085

Account Name: QEnergy
BSB: 013 414
Account Number: 835728075

BPAY
 Use BPAY to pay from cheque or savings account. Go online or use phone banking.

Biller Code: 107284
Ref: 8627085

In Person
 Present this invoice at any Post Office to make a payment via cash, EFTPOS or cheque.

Min value cash/ cheque = \$0.05, EFTPOS = \$10.00
 Max value cash/ cheque = \$100,000.00, EFTPOS = \$10,000.00

By Phone
 Please call 1300 698 992 to pay your account by MasterCard or Visa*. *Credit card fees apply

By Mail
 Detach this section and mail your cheque to:
QEnergy Limited
 PO Box 3043
 South Brisbane QLD 4101

POST



*4039 862708 5



electricity meter readings

This portion contains a detailed breakdown of your electricity charges.



6A electricity charges

This contains your NMI and address of the site for which the account is registered. It also states the period for which the invoice is issued and the number of billing days. It also shows the date of the next meter read.



6B breakdown of charges

This section shows the Product Plan which you availed, the rates under that particular plan, and your actual consumption.



6C payments received

This shows the payment we received from your previous invoice.



6D adjustments

If you request for a hard copy of your invoice, the Paper Bill Fee will appear in this section.



6E other charges and concessions

This shows the break down of charges outside of your Product Plan (e.g. Cheques processing fee).



payment options

For your convenience, these are the modes of payment you can choose from.

get in touch with us

For other questions and concerns, please don't hesitate to contact us via the following channels.

📞 1300 698 992

✉ service@qenergy.com.au

📍 South Brisbane QLD 40101, Australia

📘 facebook.com/qenergylimited

