



TAX INVOICE
CovaU Pty Ltd ABN 54 090 117 730

1 Sample PTY LTD.
Mr John Smith
120 Straight Street
Anytown NSW 0000

2 Your Electricity account

Account Number:	1234567
Invoice Issue Date:	08-May-2024
National Metering Identifier (NMI):	00000000000
Supply Address:	120 Straight Street, Anytown NSW 0000

4 Comparing Plans

Could you save money on another plan?

Based on your past usage, our 0% Guaranteed Discount on Usage Residential plan may cost you up to \$147.73 less per year than your current plan. The Australian Energy Regulator requires us to include this information.

How to switch?

Compare plans from other retailers at Energy Made Easy
www.energymadeeasy.gov.au

5 Need help?

Enquiries and Complaints

1300 689 866
covau.com.au

Faults and Emergencies

AUSGRID
13 13 88

Energy and Water Ombudsman

1800 246 545

6 Your Bill

Invoice number **1235678**

Total amount due

\$411.78 incl. GST

Direct Debit date

27-May-2024

The Australian Government and your State or Territory government are supporting customers to reduce bills. Check the understand your bill section to see whether you have received a rebate or concession. More information on rebates and concessions can be found on energy.gov.au

7 Payment Methods

Credit Card
To pay using Credit Card, Call
1800 026 828. A 0.73% fee to all Credit
Card payments.



BPAY
To pay using Credit Card or arrange a
BPAY payment via internet or phone
banking, please contact your bank.

Biller Code: **231100**
Reference: **12345678**



Post Billpay
Make a Post Billpay payment.
Online: www.postbillpay.com.au

Phone: **13 18 16**
In person at any Post Office
Billpay code: **0848**
Reference: **1234567013241322**



If payments are made at Australia Post Conditions
apply. + Payment processing fee of \$3.00 (GST incl)
(excl. NSW) and a surcharge of 0.803% may apply.

Direct Debit
You can now setup your own Direct Debit
using MyAccount

covau.com.au/myaccount



By Mail
Send your cheque along with this
section to:

COVAU PTY LTD
PO Box R241, ROYAL EXCHANGE,
NSW 1225

Your COVAU energy bill explained

1. Billing Address

If you've opted for a paper bill, we will send it to the postal address you provided along with your account name.

2. Energy Type

This indicates whether the bill is for electricity or gas. The title will say "FINAL INVOICE" if it's the last bill.

3. Account Summary

Account Number: This is your energy account number. Please quote this number when reaching out to us.

National Metering Identifier (NMI): This is a unique identification number assigned to identify the electricity meter at your premises and is used for tracking energy usage and billing.

Supply Address: This is the physical address of your premises registered with the network where energy is consumed and billed for.

4. Comparing Plans

We'll compare your past energy usage with our available plans to see if you're already on CovaU's best plan. If there's a different CovaU plan with greater savings, you will be notified here with the plan details and the amount you could save in a year. A guide on how to compare plans can also be found here.

5. Get in Touch

Our 24/7 Customer Support is available to assist you with any inquiries related to your energy account. In the event of supply failure at your premises, please refer to the contact details provided for your distributor. You can also reach us at covau.com.au/contact

6. Your Bill

It shows the invoice number for your current bill, along with the total amount due, including GST, that must be paid by the due date.

7. Payment Methods

We offer a range of easy payment options tailored to your needs as outlined in this section. You can also make payment through covau.com.au/myaccount



8 Important Information

Payment assistance

Call 1300 689 866. If you are having difficulty paying your account, please contact us to discuss payment assistance. For eligible residential customers you may be entitled to concessions & rebates, Centrepay & Government assistance schemes.

National Relay Service

To use Teletypewriter (TTY) service or hearing and speech impairment service call 1300 555 727.

Interpreter service

Call 131 450
Servizio interpreti
Servicio de Intérpretes
Dịch vụ phiên dịch
خدمة المترجم الفوري
口译服务
Υπηρεσία Διερμηνείας

9 Summary of your plan

You are currently on our "Freedom Ausgrid Residential EA025" plan.

Your plan includes NSW Residential 25% Guaranteed Discount on Daily Supply Charge and Usage.

10 Understand your bill

Electricity charges are based on an Actual meter reading.

You can find instructions on how to read your gas and electricity meters at covau.com.au/meter-information.

Bill Period: 06 Feb 2024 - 07 May 2024 (92 days)

Shoulder Usage - Weekdays 06:00 AM-12:00 PM and 08:00 PM-10:00 PM, Weekends 06:00 AM-10:00 PM

Peak Usage - Weekdays 12:00 PM-08:00 PM

Off Peak Usage - Whole Week 12:00 AM-06:00 AM and 10:00 PM-12:00 AM

Account Activities

Opening Balance	\$310.47
Payment	
Payment Received - 27/02/2024	Cr \$310.47
Balance Carried Forward	\$0.00

Meter ID	Meter Type	Read Type	Total Read	Multiplier	Usage kWh
000000/E1	Peak	Actual - 07/05/24	161.23	1.0000	161.23
	Shoulder	Actual - 07/05/24	358.66	1.0000	358.66
	Off Peak	Actual - 07/05/24	363.59	1.0000	363.59

Energy Charges	Period	Days	Quantity	Rate	Amount
Daily Supply Charge	06/02/24 - 07/05/24	92	92.00 days	118.80 c/day	\$109.30
Off Peak Usage	06/02/24 - 07/05/24	92	363.59 kWh	36.30 c/kWh	\$131.98
Peak Usage	06/02/24 - 07/05/24	92	161.23 kWh	86.90 c/kWh	\$140.11
Shoulder Usage	06/02/24 - 07/05/24	92	358.66 kWh	46.75 c/kWh	\$167.67
Total Charges					\$549.06
Rounding Adjustment					Cr \$0.01
Discount					
Discount (25% Guaranteed Discount) NMI: 00000000000					Cr \$137.27
Total for this bill includes GST \$37.44					\$411.78

Account Balance **\$411.78**

*This energy charge includes an adjustment of your previous invoice(s) meter data from 01/11/2023 to 05/02/2024.

8. Important Information

This section assists if you're experiencing difficulty paying your bill, including interpreter services in your language and support for the hearing and speech impaired.

For more information, you can visit covau.com.au/financial-assistance

9. Plan Summary

This summarizes your plan, including the name of your current plan and any applicable guaranteed discount.

10. Understand your bill

We'll let you know whether your bill is based on actual or estimate meter read with the next scheduled meter read date.

Actual read- is based on the reading received directly from your meter

Estimate read- this is because the technician was unable to access your meter. We've provided an instruction link on how to submit your own meter read so that you can be billed on actual usage covau.com.au/submit-your-own-meter-reading

10. Plan summary

This shows the start and end read date, along with the total billing period in days. Energy charges are broken down into charging windows based on your usage.

12. Account Activities

You'll find all the activities since your last bill.

Opening Balance - This is the account balance on your last bill.

Payment Received - This shows the date and amount of payment received on your account since the issuance of your last bill.

Balance Carried Forward - This indicates the remaining balance or any credits following your recent payments for your most recent electricity bill.

13. Meter Details

This section provides your meter read details used for calculating your energy bill.

If you have a Deemed Meter, you will see the start and end read, along with the accumulated total for the current billing period.

If you have a Smart Meter, the reading data will be received daily from the network, and

there will be no start and end read; there will be an accumulated total for the current billing period.

14. Energy Charges

Your energy tariff depends on the meter type of your premises. Here you'll find the energy tariff segmented into units, rates, and amount of energy consumed during the billing period.

For electricity, units are measured in kilowatt-hours (kWh). In the given example, Daily Supply Charge- is a daily service charge for supplying energy to your premises.

Usage Charge - Charges based on energy consumption during the billing period measured in Kilowatts per hour (kWh).

1. Single Rate

The electricity rate remains consistent regardless of the time of day in which you consume it. Certain customer's tariffs may include demand charges.

2. Time of Use (TOU)

With time-of-use pricing, varying rates are applied to the electricity consumed at different times: off-peak, shoulder, and peak. Additionally, for certain customers, time-of-use rates may include a demand charge. Typically the shoulder and off peak rates are cheaper than peak rates.

3. Demand Charges

Demand charges are charged based on your high electricity demand measured in kilowatts (kVa).

These charges are structured to encourage reduced electricity consumption during peak demand, when the grid experiences more pressure.

4. Controlled Load

Controlled load electricity is the power consumed by specific appliances, such as electric hot water systems, electric slab heating, and irrigation pumps. These loads are measured separately by dedicated meters and can be charged at controlled load rates.

5. Solar Feed in Tariff

The unused electricity generated by your home's solar power system is sent back to the grid and is credited to your bill after you've been billed for your electricity consumption when you are on an eligible plan. The credited amount varies depending on your state and the size of your solar power system.

Important Information

Payment assistance

Call 1300 689 866. If you are having difficulty paying your account, please contact us to discuss payment assistance. For eligible residential customers you may be entitled to concessions & rebates, Centrepay & Government assistance schemes.

National Relay Service

To use Teletypewriter (TTY) service or hearing and speech impairment service call 1300 555 727.

Interpreter service

Call 131 450
 Servizio interpreti
 Servicio de intérpretes
 Dịch vụ phiên dịch
 خدمة المترجم الفوري
 口译服务
 Υπηρεσία Διερμηνείας

Summary of your plan

You are currently on our "Freedom Ausgrid Residential EA025" plan.

Your plan includes NSW Residential 25% Guaranteed Discount on Daily Supply Charge and Usage.

Understand your bill

Electricity charges are based on an Actual meter reading.

You can find instructions on how to read your gas and electricity meters at covau.com.au/meter-information.

Bill Period: 06 Feb 2024 - 07 May 2024 (92 days)

Shoulder Usage - Weekdays 06:00 AM-12:00 PM and 08:00 PM-10:00 PM, Weekends 06:00 AM-10:00 PM

Peak Usage - Weekdays 12:00 PM-08:00 PM

Off Peak Usage - Whole Week 12:00 AM-06:00 AM and 10:00 PM-12:00 AM

Account Activities

Opening Balance	\$310.47
Payment	
Payment Received - 27/02/2024	Cr \$310.47
Balance Carried Forward	\$0.00

Meter ID	Meter Type	Read Type	Total Read	Multiplier	Usage kWh
000000/E1	Peak	Actual - 07/05/24	161.23	1.0000	161.23
	Shoulder	Actual - 07/05/24	358.66	1.0000	358.66
	Off Peak	Actual - 07/05/24	363.59	1.0000	363.59

Energy Charges	Period	Days	Quantity	Rate	Amount
Daily Supply Charge	06/02/24 - 07/05/24	92	92.00 days	118.80 c/day	\$109.30
Off Peak Usage	06/02/24 - 07/05/24	92	363.59 kWh	36.30 c/kWh	\$131.98
Peak Usage	06/02/24 - 07/05/24	92	161.23 kWh	86.90 c/kWh	\$140.11
Shoulder Usage	06/02/24 - 07/05/24	92	358.66 kWh	46.75 c/kWh	\$167.67

Total Charges \$549.06

Rounding Adjustment Cr \$0.01

Discount

Discount (25% Guaranteed Discount) NMI: 00000000000 Cr \$137.27

Total for this bill includes GST \$37.44 \$411.78

Account Balance \$411.78

-This energy charge includes an adjustment of your previous invoice(s) meter data from 01/11/2023 to 05/02/2024.

15

16

15. Other Charges

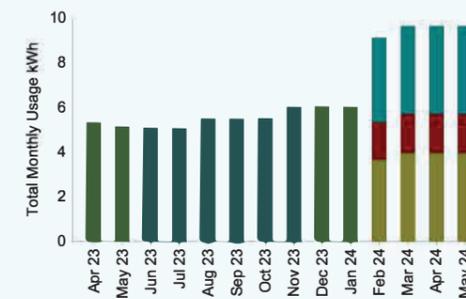
Any applicable discounts, promotional credit, rebates, concessions, and/or Solar Feed-in Tariff, and associated service charges will be calculated and adjusted to your bill.

For more information you can visit covau.com.au/concessions

16. Account Balance

This is the final total amount for the current billing period including GST to be paid after all the calculations.

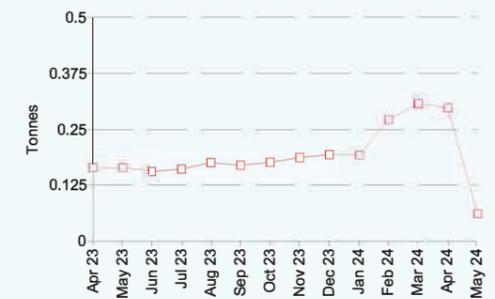
Compare your usage overtime



Avg Daily Usage (kWh):	9.60
Same time last year (kWh):	5.39
Avg Cost Per Day (incl GST):	4.78

17

Greenhouse Gas Emissions



Total greenhouse gas emissions [Tonnes] this account: 0.95. For more information, visit www.switchon.vic.gov.au

18

17. Compare your usage over-time

This feature shows you a graphical representation of your monthly energy consumption. Average Daily Usage- It's the average amount of energy you consume every day at your premises during the billing period.

Same time last year- It's the average energy consumption at your premise for the same billing period last year.

Average cost per day- It's the average cost of energy you consume per day at your premises. (incl. GST)

*Disclaimer: Please note that these readings are based on your consumption. It's your responsibility to ensure electricity/hot water meters are open, safe, and accessible to ensure continuous ACTUAL Reading Data.

18. Greenhouse Gas

This indicates the amount of greenhouse gas that your energy has produced in tonnes during the billing period.