

Your COVAU gas 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.

Delivery Point Identifier (DPI) / Meter Installation Registration Number (MIRN): It is the unique identification number assigned to identify the gas connection point at your premises. Allowing for tracking of energy usage and billing.

Supply Address: This is the physical address of the 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



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 Gas account**

| | |
|----------------------------------|---------------------------------------|
| Account Number: | 1234567 |
| Invoice Issue Date: | 08-May-2024 |
| Delivery Point Identifier (DPI): | 000000000000 |
| Supply Address: | 120 Straight Street, Anytown NSW 0000 |

3  **Comparing Plans**

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.

To find out more

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

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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

5  **Need help?**

Enquiries and Complaints
1300 689 866
covau.com.au

Faults and Emergencies
JEMENA GAS NETWORK
13 19 09

Energy and Water Ombudsman
1800 246 545

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Your Bill

| | |
|------------------|---------------------------|
| Invoice number | 1235678 |
| Total amount due | \$182.02 incl. GST |
| Invoice due date | 27-May-2024 |

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.

Billers 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



*848 001274601 000001463894

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

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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 Plus Jemena Residential" plan.

Your plan includes 3% Guaranteed Discount on Usage Residential.

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Understand your bill

Gas 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)

Gas At All Times

Next Scheduled Meter Read Date: 05 Aug 2024. Please ensure safe and clear access to your meter on this day.

Account Activities

| | |
|--------------------------------|----------------|
| Opening Balance | \$16.63 |
| Balance Carried Forward | \$16.63 |

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| Meter ID | Type | Read Type | Start Read | End Read | Multiplier | Correction | Heat Value | Usage MJ |
|-------------|------|-------------------|------------|----------|------------|------------|------------|----------|
| IF0000000/1 | Gas | Actual - 07/05/24 | 6738.00 | 6823.00 | 1.0000 | 0.9707 | 38.2900 | 3159.29 |

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| Energy Charges | Period | Days | Quantity | Rate | Amount |
|-----------------------|---------------------|------|------------|-------------|---------|
| Daily Supply Charge | 06/02/24 - 07/05/24 | 92 | 92.00 days | 66.00 c/day | \$60.72 |
| Usage Charge - step 1 | 06/02/24 - 07/05/24 | 92 | 1905.53 MJ | 3.82 c/MJ | \$72.73 |
| Usage Charge - step 2 | 06/02/24 - 07/05/24 | 92 | 1253.76 MJ | 2.81 c/MJ | \$35.17 |

Total Charges \$168.62

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Discount

Discount (3% Guaranteed Discount on Usage) DPI: 00000000000 Cr \$3.23

Total for this bill includes GST \$15.04 \$166.39

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Account Balance \$182.02

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 is 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

This shows the start and end read dates, the total billing period in days, and the next scheduled read date.

11. 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.

12. Meter Details

In this section, you can find the details of your start and end meter readings which are used to calculate your energy bill. Your total gas usage (measured in MJ) is calculated by subtracting the start meter reading from the end reading, then multiplying the result by the heating value and Correction. The final result is obtained by multiplying this figure by the multiplier value.

13. 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.

Natural gas units are measured in megajoules (MJ). 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 megajoules (MJ).

1. Seasonal Gas Rate

A seasonal rate applies during the peak season (winter) and low season (non-winter). It may be applied as a uniform rate throughout these seasons or as a stepped rate, which calculates usage based on gas consumption.

2. Non Seasonal Gas Rate

In a non-seasonal rate tariff remains constant throughout the year, regardless of when you consume gas.

3. Single rate gas

The same gas rate is applied to all usages during the billing period.

4. Stepped rate gas

The energy plan using step rates are based on energy blocks and the depend on number of blocks of energy consumed during the billing period. Different rates are applied depending on the usage during the billing period.

14. Other Charges

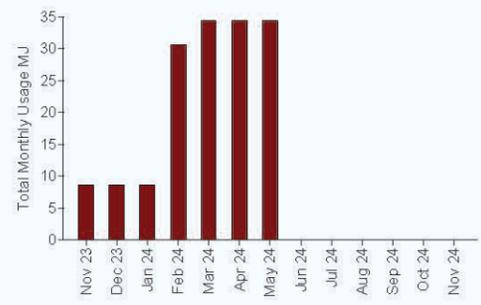
Any applicable discounts, promotional credit, rebates, concessions, and/or Solar Feed-in Tariff, and associated service charges will be calculated and adjusted to your bill.

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

15. 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 (MJ): | 34.34 |
| Same time last year (MJ): | 0.00 |
| Avg Cost Per Day (Incl GST): | 1.17 |

16. 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 gas/hot water meters are open, safe, and accessible to ensure continuous ACTUAL Reading Data.