



ABN: 58 673 830 106



- 012910

MR B G WHITNEY
11 WINDMILL DR
BIBRA LAKE WA 6163

Electricity Account

Tax Invoice

Need help with your bill? Visit synergy.net.au/help

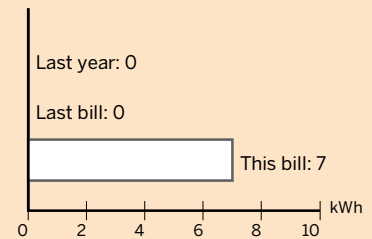
Your account details

Account number	382 420 370
Invoice number	2061426453
Date of issue	18 Jan 2022
Account period	13 Aug 2021 - 18 Jan 2022 (159 days)

Your account summary

Opening balance	\$0.00
	+
Due 08 Feb 2022	\$168.59
	=
Total	\$168.59

How much energy have you used?



Your average daily usage **0.0569 units**

Your average daily cost **\$1.37 per day**

This bill has been estimated which means the Network Operator was unable to access your meter or you're a self-reader and the details weren't provided in time. Find out more, visit synergy.net.au/estimatedbill

Payment options

Direct Debit*
The set and forget way to pay.
Visit synergy.net.au/directdebit

Credit/Debit Card*
Online: synergy.net.au/payments
Phone: 1300 650 900

Post Billpay*
Pay in person at any post office.



*2608 5264496712

MR B G WHITNEY
Account number: 382 420 370

BPAY®/BPAY View*
Billers Code: 2600
Reference: 526 449 6712
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account.

CentrePAY
Eligible residential customers can use CentrePAY to make voluntary, regular deductions from their Centrelink payments.
Visit humanservices.gov.au/centrePAY and register using Synergy reference 555 015 042 S.

Mail
Send your cheque payable to Synergy with this payment slip to GPO Box U1913 Perth WA 6845.

*Fees may apply



Payment number **526 449 6712**

Due 08 Feb 2022 **\$168.59**

<000016859>

<000260>

<000526449671001>

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How we've calculated your bill

Account summary

Last bill	\$0.00
Payments	\$0.00
Opening balance	\$0.00

Your energy supply details

Supply address: U 2 18 Kambany App, Dalyellup WA 6230

NMI: 80022254424

Next scheduled read date: 14 Feb 2022

Your usage summary for meter number: 0200511095

Supply period: 13 Aug 2021 - 13 Dec 2021	Previous meter reading	Current meter reading	Units imported (kWh)	Units exported (kWh)
Anytime usage	33183	^33190	7.0000	

^Your current meter reading has been estimated by the Network Operator.

This bill

Home Plan (A1) tariff

Bill period: 13 Aug 2021 - 13 Dec 2021

	Units	Unit of measure	Unit price (cents)	Amount
Residential Anytime consumption	7.0000	kWh	26.6612	\$1.87
Supply charge	123	days	95.5818	\$117.57
Account Establishment fee				\$33.82
Plus GST @ 10.00%				\$15.33
Total				\$168.59

If you're having problems paying your account, assistance is available. Please contact us before the due date.

A \$6.15 fee may apply for additional reminder notices sent regarding overdue payment of this account.

Important information

Need more time to pay?

If you're on holidays or just a little short this month, we can help. Visit synergy.net.au/extension

Moving home?

Start, close or transfer your connection online. Visit synergy.net.au/moving

Concessions

Concession card holders may be eligible to receive a rebate on their residential electricity bill. For more information, visit synergy.net.au/concessions

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 53.

Customer Charter

For information on our products and services, and our obligations under the Customer Service Code, visit 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

 13 13 53

 TTY Service: 13 36 77

 Interpreter Service: 13 14 50





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Account number: **382 420 370**
Date of issue: **18 Jan 2022**

Brian, this bill may be different to what you expected

Please find enclosed your Synergy electricity bill. Usually, we issue your electricity bill monthly or bi-monthly, following the scheduled meter reading round for your area by the network operator, Western Power. For this bill, there was a delay in the process and we're sorry for any inconvenience this may have caused.

Here's some important information to know about this bill:

- Since this account is for a longer billing period, your next bill might arrive a little sooner to catch up with your scheduled meter reading round.
- If this bill is higher than you expected, please feel free to contact us to request more time to pay.
- If the balance of this invoice is in credit, we'll carry the amount forward to your next bill. You can also contact us within the next 20 business days if you would prefer a refund.



If you have any questions, feel free to contact us on **13 13 53** between 7am and 7pm, Monday to Friday (except public holidays).

Yours sincerely,

Colin Smith
General Manager Customer
Experience, Retail



TTY: (08) 9221 8608
Interpreter Service: 13 14 50

Service Standard Payments

Did you know that if Synergy or Western Power does not meet certain service standards, you might be eligible for a Service Standard Payment?

Synergy and Western Power have a range of Service Standard Payments applicable to eligible customers if our respective service delivery falls short of the performance standards outlined in the Code of Conduct for the Supply of Electricity to Small Use Customers (Code of Conduct) or the Network Quality and Reliability of Supply Code.

Synergy's Service Standard Payments cover the following events:

Reconnections: a customer can claim a payment of \$60 a day from Synergy for each day a reconnection is delayed beyond regulated timeframes, due to Synergy's or Western Power's actions, up to a maximum of \$300.* The claim must be made within three months of the late reconnection.

Wrongful disconnection: in the event that Synergy arranges for a customer's electricity supply to be disconnected other than in accordance with Code of Conduct requirements, Synergy is required to make payment to the customer of \$100 per day for each day the customer remains wrongfully disconnected.*

Customer service: if a customer's written complaint is not acknowledged within 10 business days, or responded to by addressing the matter in the complaint within 20 business days, a customer can claim a \$20 payment from Synergy.* The claim must be made within three months of the late, or lack of, acknowledgment or response.

Western Power's Service Standard Payments cover the following events:

Notification of planned interruption: an eligible customer may claim a \$20 payment when 72 hours notice of a planned power interruption hasn't been given, except in the case of an emergency or if the interruption was requested by either the customer or the retailer.** The claim must be made to Western Power within 60 days of the interruption.

Extended interruptions: an eligible customer may claim an \$80 payment if the electricity supply to the customer's home was interrupted for more than 12 continuous hours, except in the case of an emergency or if the interruption was requested by the customer or by the retailer.** The claim must be made to Western Power within 60 days after the interruption ceases.

Customer service: a customer may claim a \$20 payment if a written complaint is not acknowledged within 10 business days or responded to within 20 business days.* The claim must be made to Western Power within 3 months of the late, or lack of, acknowledgement or response.

Wrongful disconnection: if Western Power disconnects a customer's electricity supply other than as authorised by the Code of Conduct or by Synergy, Western Power is required to pay the customer \$100 per day for each day the customer was wrongfully disconnected, except if the disconnection occurred for reasons outside of Western Power's control.*

For more information about eligibility and how to apply for Western Power's Service Standard Payments, go to westernpower.com.au

To view the Code of Conduct in full, visit synergy.net.au/terms

* A customer is someone consuming up to 160MWh per year.

** An eligible customer is a customer who consumes no more than 50MWh of electricity per year.

Here are some simple tips to help you improve your energy efficiency around the home.



Cooling and heating

- Don't crank the air conditioner. Set it at 24°C in summer and 18°C in winter, and remember to cool or heat your house up slowly.
- Close curtains to keep the heat out in summer, and open them in winter to let the heat in. A door snake can also keep cold or warm air from escaping.
- Keep your air conditioner running smoothly. Clean the filters and don't forget to get it serviced regularly.



Refrigeration

- Keeping your fridge at 3-5°C and freezer at around -18°C can make all the difference, so don't overcool it.
- Keep the cold in. Check and replace the seals on the doors, dust off the condenser coil at the back, and defrost your freezer regularly.
- Don't under or overfill your fridge or freezer. Try to find the balance between sparse and overcrowded shelves.



Audio and home entertainment

- Don't leave the TV on for the sake of it. Once you or the kids lose interest, it's time to switch it off.
- Switch your appliances off at the wall. Leaving appliances on standby mode still uses power, increasing your electricity costs.
- Unplug your charger, many still use power even when they're not charging anything.



Lighting

- Only light the rooms you're using or make it cosier by using a lamp. Remember to flick off any light switches when you leave a room.
- Ditch incandescent lights for good by changing any old bulbs to energy-saving fluorescent or LED lights.
- Use motion sensor and solar lights outside to light your path and guide your way.



Laundry

- Soak up the WA sun and use your clothesline whenever you can. If you must use a dryer, clean out your lint filter regularly.
- Wash your clothes on a cold cycle. It could also help keep your colours bright, too.
- If you're upgrading your machine, check out a front loader as they usually more efficient than top loaders.



Computers and appliances

- Try and choose the highest star energy rating when upgrading your appliances.
- The bigger the screen that you choose, the more power it will use. Set your screen to sleep generally when you're not using it.
- If you are making a cup of tea or coffee, only fill the kettle with the amount of water you need.



Hot water

- Consider lowering the temperature of your hot water system and turn it off all together when you go away.
- Make the sun work for you and go solar. Solar hot water systems uses less power than electric ones.
- Keeping your hot water system fan free of dust and fluff could also help you save on energy use and running costs.



Cooking

- Keep your appliances in top shape. Clean your rangehood or exhaust fan, check your oven seals and use pots and pans with tight fitting lids and flat bases.
- Resist the urge to check on the oven. Opening the door lowers the temperature, and takes more energy to heat it back up.