

# How to read your bill – small business

## 1 Useful contacts

## 2 Your account summary

Displays any amount owing from your last invoice, new charges for this billing period and the total due.

## 3 Payment amount and due date

## 4 Your usage summary

Average daily cost – Your electricity charges for the billing period divided by the number of days in the period.

Greenhouse gas emissions – Amount of CO<sup>2</sup> emitted by your business during the billing period.

Your average daily usage – Displays the number of kWh your business used in peak and off-peak periods on average per day during this billing period, compared to the same time last year and the three quarters prior.

## 5 Invoice details

Account number – Identifies your business as a Jacana Energy customer.

Pricing plan – The pricing type that applies to your site.

Meter read type – Shows if your meter has been read or your usage has been estimated.

## 6 Your payment options

Your payment options and reference numbers to use when paying your invoice.



For more information visit [jacanaenergy.com.au/smebill](http://jacanaenergy.com.au/smebill)

kWh = kilowatt hours

## 7 Your service details

Service address – The address of your site.

NMI – National Meter Identification number, identifying your meter.

Meter numbers – Your meter's serial number.

Meter read date – When your meter was read

Next approximate meter read date – When your meter is likely to be read next.

## 8 Transactions summary since your last bill

Shows the opening balance on your account, lists all payments you have made since your last invoice was issued, then shows a summary of your new electricity charges and any adjustments to your invoice for this billing period and the total.

## 9 How we have worked out your bill

Meter number – Your meter's serial number.

Meter read type – If your meter was read or your usage was estimated.

Tariff – The name of the rates applied to your site.

Rate – The rate type including peak, off-peak or all day.

Previous read – The meter read taken when your last invoice was issued.

Current read – The meter read taken to issue this current bill.

Total usage – Your current meter read minus your previous meter read.

Unit price – The rate in dollars that applies per kWh.

Total cost – Your total usage multiplied by the unit price. How much you owe for the electricity you have used during the period, as registered by your meter.

Supply charge – This is a fixed charge applied per day which covers the cost of supplying electricity to your site.

Other charges, discounts and adjustments – Any additional charges, discounts or adjustments applied to your invoice during the billing period.

Total charges – The sum of all charges, discounts and adjustments.

## 10 Useful information

Any messages that apply to your account or invoice will be displayed here.

## 11 Contact information

For more information visit [jacanaenergy.com.au/smebill](http://jacanaenergy.com.au/smebill)

**7 Your service details**

Service address: Unit 1, 1 Company St, Darwin NT 0800. Billing period: 6 July – 6 Aug 2017. NMI: 1123344566. Meter Numbers: 209986/1. Meter read date: 3 August 2017.

**8 Transactions summary since your last bill**

Transactions	
Opening balance	
Payments received	
16 May 2017	Direct Debit
15 May 2017	Direct Debit
12 May 2017	Direct Debit

Balance brought forward: New charges (incl GST of \$51.18). Total charges (incl GST of \$51.18).

**9 How we have worked out your bill**

Meter number	Meter read type	Tariff	Rate	Previous read (kWh)	Current read (kWh)	Total usage (kWh)	Unit price (\$ inc GST)	Total cost (inc GST)
209986/1	Actual	Commercial	All Day	000669	002831	2,140	0.23340	\$499.47
Supply charge								
Fixed daily charge								
Total charges (ex GST)								\$14.26
GST (on new charges)								\$51.18
Total charges (incl GST of \$51.18)								\$65.44

**10 Useful information**

**Beware of bush fire season**  
It's bush fire season. Please contact your network provider Power & Water Corporation for the latest power outage information on 1800 245 092 or for all electricity emergencies call 1800 245 090 or visit [powerwater.com.au](http://powerwater.com.au).

**Are you a small to medium size business?**  
Jacana Energy has it's own team on the ground in the NT dedicated to looking after our small business customers. Email [smallbusiness@jacanaenergy.com.au](mailto:smallbusiness@jacanaenergy.com.au) or call 1800 JACANA (1800 522 262).

**Get switched on**  
Moving location? There's a lot to think about. For one less thing to worry about make sure you contact us at least 5 days before your planned move and we will ensure the power is on at your new site.

**11 Contact information**

**Contact us**  
Call us on 1800 JACANA (1800 522 262) for all your enquiries, our customer service hours are: Monday to Friday 8am to 8pm (except public holidays).  
Visit us online at [jacanaenergy.com.au](http://jacanaenergy.com.au).  
Write to us at Jacana Energy, GPO Box 1285, Darwin NT 0801.  
Email us at [smallbusiness@jacanaenergy.com.au](mailto:smallbusiness@jacanaenergy.com.au).

**Feedback, complaints & compliments**  
Email [feedback@jacanaenergy.com.au](mailto:feedback@jacanaenergy.com.au) or call 1800 JACANA (1800 522 262).

**Interpreter service**  
Call 131 450  
Ympocia Juppinyeww Kalkere to 131 450  
Polayanan Pesejemanab Lisau Huhngulab 131 450  
Serbisyo ng Tagapagsalin sa wika Tumawag sa 131 450  
Aboriginal Interpreter Service 131 450  
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