

How to read your bill – Residential

1 Useful contacts

2 Your account summary

Displays any amount owing from your last bill, 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 usage during the billing period divided by the number of days in the period.

Greenhouse gas emissions – Amount of CO₂ emitted by your household during the billing period.

Your average daily usage – Displays the number of kWh you used on average per day during this billing period and compared to the same time last year.

Average daily use per household size – How your daily use compares to other households in the NT, depending on how many people live in your household.

5 Invoice details

Account number – Is your unique identifier for your Jacana Energy account.

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

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 bill.



For more information visit
jacanaenergy.com.au/bill

kWh = kilowatt hours

The units we use to charge you for your electricity consumption.

7 Your service details

Service address – The address of your property
NMI – National Meter Identification number, unique to your installation.

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. Please ensure easy access to your property around this time.

8 Transactions summary since your last bill

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

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 property.

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

Previous read – The meter read taken when your last bill 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 property.

Other charges, discounts and adjustments –

Any additional charges, discounts or adjustments applied to your bill during the billing period including concessions.

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

10 Useful information

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

11 Contact information

For more information visit jacanaenergy.com.au/bill

The image shows a sample Jacana Energy bill with numbered callouts 7 through 11 pointing to specific sections. The bill is titled 'Your service details' and includes information such as Service address, Billing period, NMI, Meter Numbers, and Meter read date. It also includes a 'Transactions summary since your last bill' section with a table of transactions. The 'How we have worked out your bill' section includes a table of electricity charges and a breakdown of the total cost. The bottom of the bill contains 'Contact information', 'Feedback, complaints & compliments', and 'Interpreter service'.

7 Your service details

Service address: Unit 1, 20 Sample Street, Darwin NT 0800
Billing period: 6 May – 6 August 2017
NMI: 1234567890
Meter Numbers: 123456
Meter read date: 3 August 2017

8 Transactions summary since your last bill

Transactions	Amount
Opening balance	
Payments received	
16 May 2017	Direct Debit
16 June 2017	Direct Debit
16 July 2017	Direct Debit
Balance brought forward	
New charges (inc GST of \$59.59)	
Total charges (inc GST of \$51.18)	

9 How we have worked out your bill

Electricity charges	Rate	Previous read (kWh)	Current read (kWh)	Total usage (kWh)	Unit price (\$ ex GST)	Total cost (\$ ex GST)
Meter number: 123456	Meter read type: Actual					
Supply charge	Residential flat rate					
Fixed daily charge	All day	000691	002,831	2,140	0.23340	\$499.47
Total charges (ex GST)				92	0.4600000	\$702.70
GST						\$541.79
Total charges (inc GST of \$51.18)						\$595.97

10 Useful information

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 6pm (except public holidays)
- Visit us online at jacanaenergy.com.au
- Write to us at Jacana Energy, GPO Box 1285, Darwin NT 0801
- Email us at customer@jacanaenergy.com.au

Feedback, complaints & compliments

- Email feedback@jacanaenergy.com.au or call 1800 JACANA (1800 522 262)

Interpreter service

- Call 131 450
- Ynpeoln Dugunvewv Kallorva ra 131 450
- Peloyanan Penerjemah Lisan Hubunglah 131 450
- Serbiso ng Tagapagsalin sa wika Tunawag sa 131 450
- Aboriginal Interpreter Service 131 450
- Dịch vụ thông dịch Hãy gọi số 131 450
- 口译服务 请致电 131 450
- บริการแปล 131 450

Moving house?

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 home.