

# How to read your bill – Reliabil bill quarterly bill

## 1 Useful contacts

## 2 Your account summary

Displays your true costs based on the actual usage captured by your meter.

## 3 Monthly instalment 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 CO<sub>2</sub> emitted by your household during the billing period.

Your average daily usage – Displays the number of kWh your household 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 household daily use compares to other households in the NT, depending on how many people live in the household.

## 5 Invoice details

Account number – Identifies you as a Jacana Energy customer.

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/Reliabil](http://jacanaenergy.com.au/Reliabil)

kWh = kilowatt hours

## 7 Your service details

Service address – The address of your property.

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 How you're tracking

Displays your actual electricity costs compared to your Reliabil instalments. The actual electricity costs are calculated based on your quarterly meter read.

Every six months, your instalments will be reviewed. If the difference between your actual electricity costs and your Reliabil instalments over the previous 12 months is greater than 10% (that is, if you're paying too much or not enough) your instalments will be adjusted for the next period.

## 9 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 and any adjustments to your bill for this billing period and the total.

## 10 Useful information

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

## 11 Contact information

How to contact us and gain access to interpreter services.

**7 Your service details**

Service address  
Unit 1, 20 Sample Street,  
Darwin NT 0800

Billing period  
6 May – 6 August 2017

NMI  
11223344556

Meter Numbers  
226704/10

Meter read date  
3 August 2017

**8 How you're tracking**

Your Bill Smoothing Instalments (\$) Your actual costs (\$)

May-Aug 2016

Your actual costs are based on your electricity usage as recorded by your meter. Your Reliabil instalments will be reviewed every six months to ensure your payments reflect your actual consumption.

**Your next review is due: November 2017**

If your Reliabil instalments are not the same as your actual costs (meaning you are paying too much or not enough), the difference will be evaluated and your instalments will be adjusted after your six-monthly review. Go to [jacanaenergy.com.au/reliabil](http://jacanaenergy.com.au/reliabil) for more information.

**9 Transactions received since your last bill**

Transactions	Amount (inc GST)
Opening balance	\$610.25
Payments received	
16 May 2017	\$200.00 CR
16 June 2017	\$200.00 CR
16 July 2017	\$200.00 CR
Balance brought forward	\$10.25
New charges (inc GST of \$51.18)	\$595.97
Total charges (inc GST of \$51.18)	\$606.22

**10 Say goodbye to paper!**

You can now receive your bills and correspondence via email for increased convenience making it easier for you to manage your electricity costs. To register for this service please call us 1800 JACANA

**11 Aim high**

When buying appliances, choose one with a high energy star rating as they use less energy and can save you money over time. Compare appliances now at [www.energylife.gov.au](http://www.energylife.gov.au)

**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.

**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](http://jacanaenergy.com.au)

Write to us at Jacana Energy, GPO Box 1785, Darwin NT 0801

Email us at [customercare@jacanaenergy.com.au](mailto:customercare@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

Ynnepeia Duppuneluw  
Kaleete to 131 450

Pelayan Pengetemab Lisan  
Hubungilah 131 450

Serbisyo ng Tagapagsalin sa wika  
Tumawag 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

အကူအညီ  
ဖုန်း 131 450

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



## 12 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** – Will show 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.

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### How we have worked out your bill

Electricity charges						
Meter number	Meter read type	Tariff	Rate	Previous read (kWh)	Current read (kWh)	Total usage (kWh)
226704/10	Actual	6 May 2017 – 6 Aug 2017 (92 days)	Residential flat rate	000691	002831	2140
Supply charge						
Supply charge						
All day						
Total charges (ex GST)						
GST (on new charges)						
Total charges (incl GST of \$51.18)						
						2140
						Number of days
						92
						x 0.23340 =
						Unit price (\$ ex GST)
						0.4600000
						Unit price (\$ inc GST)
						0.4600000