

How to read your bill

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 several sections highlighted by numbered callouts:

- 7 Your service details:** Points to the top section containing service address (Unit 1, 20 Sample Street, Darwin NT 0800), billing period (6 May – 6 August 2017), NMI (1234567890), Meter Numbers (123456), and Meter read date (3 August 2017).
- 8 Transactions summary since your last bill:** Points to the section showing opening balance, payments received (16 May 2017, 16 June 2017, 16 July 2017), balance brought forward, new charges (inc GST of \$59.50), and total charges (inc GST of \$51.18).
- 9 How we have worked out your bill:** Points to the detailed electricity charges table, including meter number (123456), meter read type (Actual), tariff (Residential flat rate), rate (All day), previous read (000691), current read (002,831), total usage (2,140 kWh), unit price (\$0.23340), and total cost (\$499.47).
- 10 Useful information:** Points to the 'Say goodbye to paper!' section, which encourages customers to register for electronic billing via email for increased convenience.
- 11 Contact information:** Points to the bottom section containing contact details for Jacana Energy, including phone numbers (1800 JACANA), website (jacanaenergy.com.au), and email addresses (feedback@jacanaenergy.com.au, customercare@jacanaenergy.com.au).