

red
energy



Electricity account

Enquiries 131 806

8am - 8.30pm Monday - Friday / 9am - 5.30pm Saturday (AEST/AEDT)

redenergy.com.au/myaccount

info@redenergy.com.au

Moving house? Visit redenergy.com.au/movinghome

Red Energy Pty Ltd - ABN 60 107 479 372

Tax Invoice/Statement/Adjustment Note



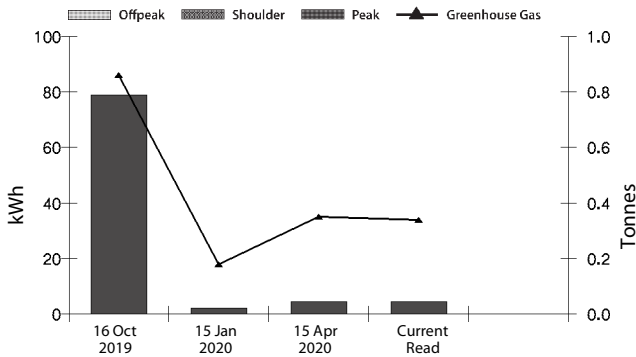
025/2868

DOWN TO EARTH CO-OPERATIVE SOCIETY LTD
PO BOX 295
BRUNSWICK EAST VIC 3057

Faults & Emergencies 24 hours	13 20 80 ESSENTIAL ENERGY
Customer No.	7403328
Due Date	12 AUG 20
Total Due (inc GST)	\$467.38



Your average daily use at:
0 COBB HWY DENILQUIN, NSW 2710



Average daily usage cost for this account (incl. STP): \$2.91
Average daily usage for this account: 4.51 kWh
Your greenhouse gas emissions: 0.34 tonnes.
For more information see www.energymadeeasy.gov.au

Compare your usage to your local area averages

Number of people in household	1	2	3	4	5
Average daily household usage (kWh)	11.022	16.429	16.429	16.978	37.418
Your average daily usage	4.5				

To find out more about how the average household energy usage is calculated, get some energy efficiency tips and compare retail energy prices, visit www.energymadeeasy.gov.au

ISSUE DATE	23 JUL 20
TRANSACTIONS SINCE PREVIOUS ACCOUNT (Incl GST)	
Previous Invoice Amount	\$205.74
Balance Brought Forward	\$205.74
CURRENT TRANSACTIONS (Incl GST)	
Electricity Charges [^]	\$261.64
TOTAL CURRENT TRANSACTIONS (Incl GST)	\$261.64
OVERDUE - PLEASE PAY IMMEDIATELY (Incl GST) \$205.74	
TOTAL AMOUNT DUE (Incl GST)	\$467.38
Total GST for this account is \$23.79	
10% PAY ON TIME™ DISCOUNT if paid by 12 AUG 20	\$26.16 Cr
Total Amount Due with discount (Incl GST)	\$441.22

[^]Charges based on estimated read

If you are experiencing financial hardship please contact us for assistance.

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*2394 41 195757128

Payment slip

Customer Number: 7403328
Due Date: 12 AUG 20

OVERDUE - PLEASE PAY IMMEDIATELY (Incl GST) \$205.74
Current Amount Due (Incl GST) \$261.64
Total Amount Outstanding (Incl GST) \$467.38

Total Amount Due if paid by 12 AUG 20 (Incl GST) **\$441.22**

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For electricity supply at 0 Cobb Hwy Deniliquin, NSW 2710

Customer Number: 7403328

Next read date within two days of: 14 October 2020

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Current Transactions

Electricity Charges

Charges based on estimate read

Your Plan Two Rate (C1)		NMI 42041574168				
Estimate Reason 13-Locked gate						
From 16 April 2020 to 14 July 2020 (90 days)						
Tariff Description	Meter Number	Previous Reading	Current Reading	Usage kWh	Rate c/kWh	Charges
Anytime	41451:1	44832	45238	406		
Step 1				406	27.55	\$111.85
Total Anytime				406		\$111.85
Total CL1	42054:1	42141	42141	0	19.000	\$0.00
Service to Property Charge				90 days	\$1.400 /day	\$126.00
GST						\$23.79
Total Electricity Charges						\$261.64

Payment Assistance

Call 131 806

Help us to help you. If you are having difficulty paying your account, please contact us to discuss payment assistance such as State Government Concessions, EAPA Scheme or an extended time to pay or other payment frequency options.

Interpreter Service (ezispeak™)

Call 1300 171 762

传译服务

خدمة الترجمة

Dịch vụ thông dịch.

خدمات ترجمه

Υπηρεσία Διερμηνείας

傳譯服務

Hearing or Speech Impaired?

Call the National Relay Service on 133 677

Moving House ?

Please notify us three working days before you move so that we can arrange a final meter reading at your old house plus arrange the connection to your new house

Concession Information

To obtain your State Government Concession please contact us on 131 806. Concession details may be validated with Centrelink or other parties.

Complaints - Call 131 806

or email feedback@redenergy.com.au. Our Customer Solutions staff will aim to resolve your enquiry at first contact. Complaints may also be escalated to a Team Manager or Complaint Resolution Specialist if required.

Written Enquiries

Please direct all correspondence to: Red Energy, PO Box 4136, East Richmond 3121, fax to 1300 661 086 or email info@redenergy.com.au

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003037/005905

E-2868 S-30371-5905

How to pay



DIRECT DEBIT
Call us on 131 806 to set up a direct debit.



MAIL
Please post your cheque with this payment slip attached to: Red Energy Pty Ltd, GPO Box 5450, Melbourne, VIC 3001.



Billers Code: 150821 Ref No: 4119 5757 128

Contact your participating Financial Institution for information on BPay.



BY PHONE

Ref No: 4119 5757 128

Call Red Energy on 131806, anytime, to pay by AMEX, Visa or Mastercard.



ONLINE

Ref No: 4119 5757 128

Visit www.redenergy.com.au and follow the links to pay with AMEX, Visa or Mastercard.



Billpay Code: 2394 Ref No: 4119 5757 128

Pay in person at any Post Office, phone 131 816 or go to postbillpay.com.au



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We're committed to making sure your bills are accurate, but in this case your bill was estimated based on historical usage.

There are a number of reasons why your bill could be estimated. You will find the reasons detailed on the back of your bill. One of the most common reasons is the meter reader couldn't access your meter. We are required to issue bills based on actual readings, but to enable us to do this, you're required to ensure the meter reader has access to your meter.

If your meter is located inside your house or behind locked gates or you think the meter reader may have difficulty accessing your meter on your next scheduled read date (you'll find this date on the back of your bill) you can also submit your own meter reading and we'll send you a revised bill. This must be completed before the due date on your bill and can be submitted by phone or email. For details on how to read your meter and submit your own meter reading visit redenergy.com.au/meter-reads.

If you submit your own meter reading before the due date on your bill, you will not be required to make any payment until your reading has been assessed. If we accept your meter reading we will issue you with a new bill. If we reject your self meter reading, we will advise you in writing and your original bill and due date will remain.

You also have the option to book a special meter read at your own cost.

WE'RE HERE TO HELP

Call our Customer Solutions Team on 131 806, Monday to Friday 8.00am to 8.30pm or Saturday 9.00am to 5.30pm (AEST/AEDT).

131 806
redenergy.com.au
info@redenergy.com.au

