




# How to read your invoice

Victoria

Business thinking



**GO**  
**Australian**

 Mornington Peninsula, Victoria

## Invoice – Page 1

### 1 Customer mailing address

The address shown here may not be the same as the supply address.

### 2 Invoice issue date

The date this invoice was issued.

### 3 Account number

Your unique Account Number. Please quote your Account Number when contacting us.

### 4 Properties

#### Invoice number

The unique reference number assigned to your invoice.

#### National Meter Identifier (NMI)

This is a distinctive number used to identify the electricity meter at your premises.

#### Supply address

This is the location of your electricity meter and where the electricity is being supplied to.

#### Distributor

This is your electricity distribution network who owns and maintain the power lines and power poles that carry electricity to your premises. They are responsible for fixing faults including power outages.

### 5 Best offer

This section will advise you if you are on our lowest cost generally available plan.

If you are not, it will advise you which of our plans is the cheapest for you.

You can also compare plans from other retailers as detailed.

### Tax Invoice

Blue NRG Pty Ltd, ABN 30 151 014 658

1 Company Name  
12 Streetname Road,  
MELBOURNE  
3000  
VIC

2 Invoice Issue Date 02/01/2024

3 Account Number 12345678

### Properties

Invoice Number	National Metering Identifier (NMI)	Supply Address	Distributor
4 I-0000012345	XXXX000000	12 STREETNAME Road, MELBOURNE, 3000, VIC	Citipower

### 5 Good news, you're on our best offer!

Based on your past usage, you're on our best generally available offer for your situation.

Compare plans with other retailers at Victorian Energy Compare  
[compare.energy.vic.gov.au](http://compare.energy.vic.gov.au)

The Australian Government and your State or Territory government are supporting customers to reduce bills. Check the understand your bill section to see whether you have received a rebate or concession. More information at [www.energy.gov.au](http://www.energy.gov.au)

### Need To Get In Touch With Blue NRG?

Enquiries and Complaints: 1300 599 888  
[www.bluenrg.com.au](http://www.bluenrg.com.au)

Faults and Emergencies  
Call Citipower on 13 12 80

Energy and Water Ombudsman: 1800 500 509

### Your Bill Overview

#### Total Amount Due


**\$1509.93**

Due Date: 19/01/2024

#### Victorian Default Offer


The Victorian Default Offer is a reasonably priced electricity offer set by Victoria's independent regulator. Contact us on 1300 599 888 to discuss the suitability of this plan for you.

### How To Pay Your Bill

 **Pay by BPAY® or Phone**  
Biller Code: 205633  
Ref No: 12345678  
Phone: 1300 599 888

 **Online**  
Visit [www.bluenrg.com.au](http://www.bluenrg.com.au) to pay with AMEX, VISA or Mastercard.  
Ref No: 12345678

 **Direct Debit**  
Call 1300 599 888 to set up a Direct Debit or visit [www.bluenrg.com.au/directdebit](http://www.bluenrg.com.au/directdebit)

 **Mail**  
Make your cheque payable to Blue NRG Pty Ltd and post to: PO Box 24390, Melbourne, VIC 3001.

### 6 Blue NRG contact details

Contact us by these methods for any billing related queries.

### 7 Faults and emergencies phone number

Call your distributor on this phone number if you experience problems with your power supply or encounter faults.

### 8 Your bill amount

This is the amount you have to pay and when your bill is due to be paid.

#### Direct Debit

If you have set up Direct Debit, the total amount will be automatically debited from your account on the due date.

#### Payment plan

If you have arranged for a payment plan, please adhere to the payments as per the payment cycle and dates.

### 9 Payment options

This section provides information on how you can pay your Blue NRG bill.

## Invoice – Page 2

### 10 Meter details

This section shows the date(s) of your latest meter read(s). Your usage is measured in kilowatt hour (kWh).

### 11 Understand your bill

We will let you know if your bill is based on a reading from your meter (actual read) or if we had to estimate your bill read.

### 12 Energy supply charges

For an unbundled invoice, the breakdown of your new energy charges will include peak, off-peak, network and market charges. The calculation of unbundled charges may also include Loss Factor, which is shown as Marginal Loss Factor (MLF) and/or Distribution Loss Factor (DLF).

Loss Factors relate to energy lost due to electrical resistance and the heating of conductors as electricity flows through the transmission and distribution networks. Your energy rates compensate for the cost of these energy losses in accordance with regulations. Blue NRG has no control over Loss Factors, as they are calculated by the market operator (AEMO) and reviewed annually.

For a bundled invoice, the breakdown of your new energy charges will only include retail energy charges.

If you have solar panels connected to the electricity meter, this section will include the amount you receive for your solar generation exported back to the electricity grid.

All charges are including of GST.

Supply Period: 01/12/2023 to 31/12/2023 (31 days)

Read Points	Start Read	End Read	Usage	Unit
01/12/2023 to 31/12/2023	—	—	3649.472	kWh
01/12/2023 to 31/12/2023	—	—	1452.456	kWh

### Understand Your Bill

This bill is based on the metering data. For more information on how to read your electricity meter, visit [www.bluenrg.com.au/read-my-meter](http://www.bluenrg.com.au/read-my-meter)

### Your Electricity Charges

Retail Energy	Quantity	Unit	MLF	DLF	Unit Price	Total	
Retail Daily Charge	31.000	day	1.0000	1.0000	\$1.3750	\$42.63	
VOLUME - Off Peak	1,254.121	kWh	1.0000	1.0450	\$0.1214	\$152.30	
VOLUME - Peak	2,559.577	kWh	1.0000	1.0450	\$0.1756	\$449.36	
						\$644.28	
Network Energy	Quantity	Unit	MLF	DLF	Unit Price	Total	
Demand - Summer	41.728	1 month	kW	1.0000	1.0000	\$17.2700	\$720.64
Anytime	3,649.472	kWh	1.0000	1.0000	\$0.0498	\$181.85	
Network Daily Charge	31.000	day	1.0000	1.0000	\$3.6168	\$112.12	
						\$1,014.62	
Market Charges	Quantity	Unit	MLF	DLF	Unit Price	Total	
VEET	3,813.698	kWh	1.0000	1.0450	\$0.0127	\$48.24	
EMO pool fees	3,813.698	kWh	1.0000	1.0450	\$0.0011	\$4.11	
SREC	3,813.698	kWh	1.0000	1.0450	\$0.0125	\$47.82	
LRET	3,813.698	kWh	1.0000	1.0450	\$0.0106	\$40.27	
AEMO ancillary charge	3,813.698	kWh	1.0000	1.0450	\$0.0004	\$1.68	
						\$142.13	
Other Charges	Quantity	Unit	MLF	DLF	Unit Price	Total	
Retail Metering Charge			1.0000	1.0000	\$3.6190	\$112.19	
						\$112.19	
Deductions	Quantity	Unit	MLF	DLF	Unit Price	Total	
Solar	1,452.456	kWh	1.0000	1.0000	-\$0.0539	-\$78.29	
						-\$78.29	
Total amount due (Incl.GST)						\$1,834.93	
Includes GST of						\$166.81	

### Daily Average

Daily usage	kWh
Peak	82.567
Off Peak	40.41
Total Daily Usage	123.0
Same Time Last Year	103.7635
Solar Export	N/A

### About your current plan

You are currently on our Unbundled Com 100-250 36MTH\_10030453 plan. Your plan includes 0% GreenPower.

Peak: Weekday (7 to 23)

Off-Peak: Weekday (23 to 7), weekend (0 to 24)

### Important Information

To find out about concessions and rebates, Centrepay and Blue NRG's payment plans and hardship policy, call Blue NRG weekdays between 9am to 5pm on 1300 599 888 or visit [www.bluenrg.com.au/customer-help](http://www.bluenrg.com.au/customer-help).

Interpreter Service National Relay Service  
Call 131 450 Call 1300 555 727

翻译服务  
通訳サービス  
خدمة المترجم الفوري  
Υπηρεσία Διερμυνεία

### 13 Daily average energy usage

View your daily average energy usage and compare it to last year.

### 14 Plan summary

Your plan summary includes the name of your plan, the time sets of your charges, and GreenPower (if your plan includes GreenPower).

### 15 Need support

This section provides more information to receive extra support if you need, such as payment assistance, interpreter services, support for the hearing and impaired and more.

## Invoice – Page 3

### 16 Read type

This section shows the read type whether it is 'actual' or 'estimated'.

### 17 Meter number

This section shows your electricity meter numbers.

### Your Electricity Supply Details

16 Read Type: actual

#### Meter Number

17 X000000000:X0

XX000000000:X0

Average cost per day		Incl GST
Peak		\$14.51
Off Peak		\$4.18
Total		\$19.41
Same Time Last Year		N/A

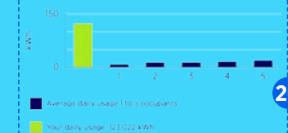
### Your Usage Summary



### Greenhouse gas emissions (tonnes)

Total greenhouse emissions for this bill:  
3.357514240000004 tonnes

### How you compare



To find out more about how the average household energy usage is calculated and for energy efficiency tips visit: [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

### 18 Daily average energy usage

View your daily average energy usage and compare it to last year.

### 19 Your usage summary

The graph shows your electricity usage, solar exports and greenhouse gas emissions produced over time.

### 20 How you compare

The graph shows your daily usage.

## Invoice – Page 4

### 21 Account summary information

This section provides the opening account balance that includes any past unpaid amounts/ balances brought forward, current bill charges, and total amount owing on the account.

### Account summary

#### Transactions

(for the period 2 Dec 2023 to 2 Jan 2024)

2 Dec 2023	Opening account balance		(\$1,492.26)
20 Dec 2023	Billing adjustment	VIC AUS Gov Bill Relief	\$325.00
21 Dec 2023	Payment transfer in	Mastercard Net Payment 20-Dec-23	\$1,506.73
21 Dec 2023	Fee	Credit Card Surcharge	(\$14.47)
1 Jan 2024	Billing charge	For period 1 December 2023 00:00 - 31 December 2023 23:59	(\$1,834.93)
2 Jan 2024	Closing account balance		(\$1,509.93)
Total amount owing on account			\$1,509.93