


All you need to know about your Alinta Energy Natural Gas invoice.



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We've recently updated our invoice. To help you understand we've put together an easy to read reference guide. Simply match the orange numbers on the bill with the corresponding numbers in the legend on the right of each page for an explanation.

Tax Invoice


Alinta Sales Pty Ltd ABN 92 089 531 984
trading as Alinta Energy

049N 00002
JOHN CITIZEN PTY LTD
SAMPLE
P O BOX 1
PERTH WA 6000

Statement Number: 60001234
Issue date: 01/12/2014
Account Number: 80001234

General and account enquiries 13 13 58
Faults, leaks and emergencies 13 13 51
Telephone Interpreter Service 13 14 50
Teletypewriter 1300 306 006
Internet www.alintaenergy.com.au

Gas Account

Previous Balance	Payments/Credits	Outstanding Balance	Current Charges	Amount Due
\$25,236.00	-\$25,236.00 CR	\$0.00	+\$15,110.76	\$15,110.76

[includes GST]

Date	Description	Amount (inc. GST)	Includes tax
30/11/2014	Payment Received	\$25,236.00 CR	-

PAYMENT OPTIONS

Electronic Funds Transfer
Please forward payments to Alinta Sales Pty Ltd: BSB 012-988 Account Number 800012346

CREDIT CARD (Visa, MasterCard or American Express)
Pay online at www.alintaenergy.com.au or telephone 1300 360 297 for payment 24 hours a day, 7 days a week.
*Payments made via debit, charge or credit card will incur 0.7% (incl. GST) payment processing fee. The fee will appear on the next account after the bill is paid.

Bill Code: 347005
Ref: 800012346
Telephone Et Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

BY POST
Mail the payment slip with your cheque payable to Alinta, at: Locked Bag 1000, PERTH WA 6001.

Payment Number: 800012346
Amount Due: \$15,110.76

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1 Your Details

This identifies the account holder and mailing address.

2 Account Number

This is your account number. For faster service, please have this number handy whenever you call us.

3 Payment Due By

Don't miss this date! You'll need to pay your account in full on or before this date.

4 Amount Due

This is the full amount you need to pay on or before the due date.

5 Description

This relates to any transactions to your account this can include payments received or any other charges.



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Gas Account		Page 2/2	
6	Site Address	SAMPLE RD, PERTH WA AUSTRALIA	
	MIRN	56001234564	8
	Meter number	M123AL456	9
	Usage Period	01/11/2014 to 30/11/2014	
	Bill days	30	
	Average Daily Cost	\$503.69	
	Average Daily Usage	33.333	
	Account number	80001234	
	Invoice number	70001234	
Gas Charges			
Charge	Quantity	Price	Amount (ex. GST)
10	Energy Charges		
	Gas Consumption	1000.00 GJ	7.500000 \$/GJ \$7,500.00
11	Network Other Charges		
	ATCO A2 Usage Charge	500.000 GJ	2.500000 \$/GJ \$1,250.00
	ATCO A2 Usage Charge	500.000 GJ	1.340000 \$/GJ \$670.00
	ATCO A2 Standing Charge	30 Days	70.901671 \$/Day \$2,127.05
	ATCO User Specific Charge	30 Days	3.000000 \$/Day \$90.00
12	Other Charges		
	Fixed Price	30 Days	60.000000 \$/Day \$1,800.00
	Daily Service Charge	30 Days	10.000000 \$/Day \$300.00
	Sub-Total		\$13,737.05
	GST		\$1,373.71
	Total (inc. GST)		\$15,110.76

- 6 Site Address**
This is the address where your gas is consumed.
- 7 MIRN and Meter Number**
This is your MIRN (Meter Installation Registration Number) and your meter number. The numbers are assigned to your gas service by the network operator and are used by the network operator and retailer to identify your gas delivery point.
- 8 Average Daily Cost**
This is based on your rate and average daily usage.
- 9 Average Daily Usage**
This is your average daily usage.
- 10 Energy Charges**
This line summarises the total energy usage the site has consumed and includes the price per GJ.
- 11 Network Other Charges**
These charges have been passed-through by the network provider.
- 12 Other Charges**
These are additional charges as agreed in your retailer contract.

Important Information

Having Difficulty Paying - Please call Alinta Energy on 13 13 58 before the due date in order to discuss alternative options.

Interest Charges on Overdue Accounts - An interest charge will be applied to overdue accounts.

Adjustment to Prices - If provided in your contract, the prices charged in this invoice have been adjusted. Adjustments provided for under the contract include movements in the Consumer Price Index, adjustments in network charges and changes in law. Please call Alinta Energy on 13 13 58 for more information.

Service Standards - When your electricity retailer or distributor fails to meet certain service standards, such as reconnection, wrongful disconnection and query or complaint response timeframes, you may be entitled to receive a payment under Part 14 of the Code of Conduct for the Supply of Electricity to Small Use Customers and under other state legislation. If you believe you may be eligible to receive such a payment, please call Alinta Energy on 13 13 58.

Complaints and Disputes - Alinta Energy has a dispute resolution system in place to ensure your complaint is dealt with fairly and efficiently. Should you have a complaint please contact us on 13 13 58. In the event you are not satisfied with the resolution, you are entitled to contact our Customer Care department on 94863515. If the complaint cannot be resolved it may be referred to the energy industry ombudsman on 1800 754 004.

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