



Your Sumo electricity bill explained

Gas Account
Delivery Point Identifier (DPI): 000000000

1 **sumo**
www.sumo.com.au

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3 Customer's Name
Customer's Postal Address

4 Account number: 0000000
Issue Date: 31 January 2023
Tax Invoice No: 0000000
Direct Debit Due Date: 10 February 2023

5 Hi "Customer's Name",
Supply address: "Customer's Site Address"

6 **How much do I owe?**

7 **AMOUNT DUE**
\$0.00
Due date: N/A

7 **Could you save money on another plan?**
Based on your past usage, you are on the **best plan we can offer you**.
The Australian Energy Regulator requires us to include this information.
To compare other plans, visit: www.energymadeeasy.gov.au.

8 **Payment options**

9 **Contact details**

8 **Payment options**

- B** **Bill Payment**
Biller Code: 000000
Reference: 000000
- Australia Post** **Bill Payment**
Biller Code: 000000
Reference: 000000
- Online Payment**
Scan for a quick payment or sumo.com.au/pay
- Telephone Payment**
Phone: 1300 885 175
Biller Code: 206904
Account No:
- Direct Debit**
Sign up to direct debit at sumo.com.au/direct-debit

The Australian Government and your State Government are supporting customers to reduce bills. Check the understand your bill section to see if you have received a rebate or concession. More information at energy.gov.au
To compare all retailers, please visit www.energymadeeasy.gov.au.

9 **Contact details**

- Emergencies & gas leaks**
Call Jemena Gas Network (NSW) Ltd on **13 19 09**
- Account enquires and complaints**
Call Sumo on **13 88 60**
- Energy Ombudsman**
Call EWON on **1800 246 545**

Sumo Gas Pty Ltd ABN 67 606 951 713

sumo
sumo.com.au

1 Sumo's website

Here you can visit our website to access additional information, manage your account, explore energy-saving tips, and find answers to frequently asked questions, <https://www.sumo.com.au/>.

2 Delivery point identifier

DPI: This is a randomly generated, unique 8-digit number, which is allocated for every address.

3 Account holders name and postal address

Here you can find the account holder's name and postal address. You can update the postal address by visiting <https://www.sumo.com.au/>

4 Account details

Here you can find useful information such as your account and invoice number, as well as the issue date and due date of the invoice.

5 Site address

This is the supply address that you are being invoiced for. The invoice is for gas consumed at this property.

6 Invoice amount

Here you will see the amount due (for the billing period and for the total amount owing) and the due date.

You can see all your previous invoices on our customer portal at <https://my.sumo.com.au/login>.

7 Better offer message

Here you can find your best offer message which includes your past usage and the best plan we can offer.

8 How to pay you invoice

There are a number of ways you can pay your Sumo invoice: by BPay, with Australia Post, on our website, over the phone or by setting up a direct debit at <https://www.sumo.com.au/direct-debit/>. We encourage direct debit so you never have to worry about paying your bill on time.

9 Important contact details

Here you can find important contact information such as your distributor's faults & emergencies number, our Melbourne-based call centre number and the energy Ombudsman.



10 Usage and exports



Your **average daily usage** this period was 58.33 MJ, the same period last year was 53.99 MJ. To compare generally available plans, visit www.compare.energy.com.au

Understand your bill

16 Jan 23 – 16 Feb 23 (31 days)

Quantity	Rate	Amount
Supply charge 31 days	\$1,020.00/day	\$31.62
Peak usage 515 MJ	\$0.2900/MJ	\$149.35
Off-peak usage 52 MJ	\$0.1300/MJ	\$6.67
Usage discount (15%)		-\$25.76
Paper Bill Fee	\$0.1000/day	\$3.10
[Low Income Rebate] 31 days	\$0.7800/day	-\$24.20
TOTAL BILL (includes GST charges of \$18.77)		\$117.97
Balance carried forward		-\$36.19
TOTAL BILL		\$81.78

The bill amount is based on an estimation. Guidance and requirements for a customer read estimate can be found at sumo.com.au/estimated-bills/

Adjustments	Amount
WELCOME CREDIT	-\$50.00
Total Adjustments (incl GST)	-\$50.00

Meter No	Previous read	Current read	Volume x	Correction Factor	Heating Value	Usage (MJ)
00000000	1536	1837	1	1.0367	38.04	39
00000000	9476	9640	0	0	0	661

Assistance options

Financial assistance

Call Sumo on

03 9103 2920

Need an interpreter?

13 14 50

Sumo 24 小时 13 14 50 语言服务热线
 'Orow gonolizeme Aesumetia wolkome' 13 14 50
 Para un llamado de interprete 13 14 50
 Para una llamada de interprete 13 14 50
 当你需要口译员时，请致电 13 14 50
 Kōwhiri āwhiriwhiri ngāwhiri, wāhi ngāwhiri 13 14 50

Hearing or speech impairments

Call National Relay Service on

1800 665 565

Summary of your plan

Sumo Select

Benefit: Your plan includes 18% usage discount.
 Benefit change date: N/A

Your Tariff

Daily Supply Charge: (\$/day)	0.9570
Anytime (\$/MJ)	
0-100 MJ per day:	0.0297
100-200 MJ per day:	0.0292
200-1400 MJ per day:	0.0289
140-99999 MJ per day:	0.0286

Charge Windows

Not applicable

10 Your usage

Here you can see the average daily gas usage during the billing period on your invoice, and we've compared it with the same period from last year.

11 Understand your bill

This shows the breakdown of the charges included in your invoice. It will include your usage charges, government concessions or rebates that you may be eligible for, or any discounts on your Sumo energy plan.

We will also tell you here if your invoice is based on an Actual (A) or Estimated (E) meter read.

12 Your meter read

Here you can see key details about your meter and the meter read data for the billing period.

Meter No.: This is your meter number. You should be able to see this number displayed on your physical meter.

Read dates: These are the dates of the start and end of the billing period.

Meter Reads: These are the meter readings that were provided to Sumo by your distributor.

MJ Calculation: To determine your megajoules used, we must multiply the volume of units, which is the difference between your previous read and your current read, by the correction factor and then by the heating value. The heating value used to calculate your usage can vary depending on your location and the climate of where you live. This number may change depending on the time of year and is provided to Sumo by your distributor.

13 Assistance details

Here you can find important contact information such as financial assistance number, interpreter services or hearing or speech impairments number.

14 Summary of your plan

This section summarises you plan and benefits if applicable. We also display your tariff details and the charge windows.

Gas Usage Charges: Your gas consumption can be charged at different rates depending on whether it is a winter or non-winter period. The winter timeframes can differ depending on your gas distributor.

- **Ausnet:** 1st June – 30th September.
- **Australia Gas Networks:** 1st June – 30th September.
- **Multinet:** 1st May – 31st October.
- **For NSW Gas,** there are no winter vs non winter dates and rates.

Your gas usage is charged in steps. Usually, the cost per megajoule decreases as you use more gas and enter a new step. The steps are calculated on the whole billing period, so if the first step is for 100MJ per day, this would be 6000MJ in a 60 day billing period. This rule is applied to each step until all of the usage in the billing period has been accounted for.

Winter Gas Concessions: The winter gas concession is applied between 1 May and 30 October each year. For more information, visit <https://www.sumo.com.au/concession-and-rebates/>.

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Tax invoice summary

Opening balance	-333.14
Payment received	\$0.00
New charges	-\$23.02
Total amount due	-\$356.16

Due date relates to new charges only and does not move the due date for any previous charges.

Payments by credit and debit card will incur an additional charge of 0.7% of your total payment (not applicable for standard retail contracts). This charge will appear on your next bill.

Except where electricity consumption is recorded by an interval meter, customers receiving an estimated bill may request an adjusted bill prior to the due date and payment will be required in accordance with the adjusted bill.

Next meter read date 10 Aug 23

Payment assistance

For information about payment assistance, including energy rebates and payment assistance (EAPA) vouchers under the NSW Government's Social Program for Energy, Sumo payment plans and Centrepay, visit sumo.com.au/helpandsupport

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15 Tax Invoice summary

This section summarises the previous bill amount, payments received, and new charges on this invoice.

Next meter read date: This is the date that the distributor is next scheduled to take an actual read. The reading can occur +/-5 days from this date.

16 Payment assistance

You can contact us if you require payment assistance or assistance accessing government grants. For more information, visit <https://www.sumo.com.au/payment-assistance/>.

17 Australia Post payment slip

Prefer to pay at the Post Office? Simply show this slip at your local post office and pay in store.

Account number:
Amount due:



Payments in-store at Australian Post will incur a \$2.00 (inc GST) fee (not applicable for standard retail contracts). This charge will appear on your next bill.

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