

## Electricity Account

**sumo**

1 **13 88 60**  
9.00am - 4.30pm AET weekdays

Postal Address: South Melbourne Market Street,  
PO Box 5329 South Melbourne, VIC 3205

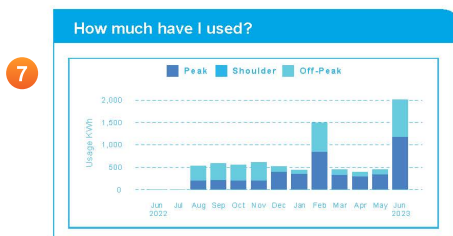
2 Customer's Name  
Customer's Postal Address

3 Account number: 0000000  
Issue Date: 09 May 2023  
Invoice No: 0000000  
Payment / Debit Due: 26 May 2023

4 Hi "Customer's Name",  
Your Sumo electricity bill for "Customer's Site Address".

How much do I owe?		Popular Payment Options	
5	Payment of <b>\$162.39</b>	TOTAL TO PAY <b>\$162.39</b>	6
		<b>B PAY</b> Biller Code: 000000 Reference: 00000000	<b>Direct Debit</b> Sign up to direct debit at <a href="https://www.sumo.com.au/direct-debit">sumo.com.au/direct-debit</a>
		<b>Online Payment</b> <a href="https://www.sumo.com.au/pay">sumo.com.au/pay</a>	<b>Telephone Payment</b> Phone: 1300 885 175 Biller Code: 0000000 Account No: 0000000

Payments by credit and debit card will incur an additional charge of 0.7% of your total bill. This charge will appear on your next bill. See reverse for post office payments.



Sumo Power Pty Ltd ABN 55 001 199 151

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[sumo.com.au](https://www.sumo.com.au)

## Your Sumo electricity bill explained

### 1 Sumo's contact information

Here you will find our contact details. Our call centre is located in Melbourne. You will also find our postal address should you need it. Our website is <https://www.sumo.com.au/>

### 2 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/>

### 3 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.

### 4 Site address

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

### 5 Invoice amount

Here you will see the amount owing for the billing period and the total amount owing. The "Total To Pay" amount may be higher if there are amounts still outstanding from previous invoices.

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

### 6 How to pay your invoice

There are a number of ways you can pay your Sumo invoice.

You can pay by BPay, over the phone, on our website 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.

### 7 Your usage from month to month

Here you can see how much energy you use each billing period.

Sumo typically bills monthly. Some meters are only read every three months. If this is the case, we will estimate your monthly bills, and then true-up the usage and energy charges when we receive the actual meter read.

If your actual usage is higher or lower than the estimates, then you will notice that every third month on the graph will be higher or lower than the previous two months.

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## Invoice Summary

Previous bill	\$82.30
Payment received	-\$82.30
New charges	\$162.39
<b>Total amount due</b>	<b>\$162.39</b>

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## Your electricity use in detail

## Supply address

Customer's Supply Address.

## Meter reading

NMI	Start date	End date	Next meter read date
0000000000	01 Apr 23	03 May 23	25 Jul 23
Meter No	Read date	Register	Meter read
000000	01 Apr 23	1	21693.548
000000	03 May 23	1	22185.833

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## New charges this invoice

Usage and supply charges	Unit	Price (incl GST)	Amount
Controlled Load 2	828,789 kWh (E)	20.68 c/kWh	\$171.39
Peak	351,402 kWh (E)	24.97 c/kWh	\$87.75
Supply Charge	31 days	104.50 c/Day	\$32.40
Supply Charge Controlled Load 2	31 days	5.50 c/Day	\$1.71
GST			\$26.67
<b>Total (incl GST)</b>			<b>\$293.25</b>

**Total (incl GST charges of \$26.67) if paid on time** **\$293.25**

(A = Actual, E = Estimated)

If this is an estimated bill, you may request an adjusted bill by providing us with your own read of the meter before the due date. If we reissue your bill, the due date will be adjusted accordingly. For more info visit [sumo.com.au/estimated-bills/](http://sumo.com.au/estimated-bills/).

## Contact details

## Emergencies &amp; faults

Call Ausgrid on

☎ **13 13 88**

24 hours - 7 days a week

## Can we help?

☎ **13 88 60**

9.00am - 4.30pm AET weekdays

## Need an interpreter?

☎ **13 14 50**

9.00am - 4.30pm AET weekdays

توضیحات: 13 14 50 به زبان انگلیسی و فارسی در دسترس است.  
 Όταν χρειάζεστε διαμεγμένα καλέστε 13 14 50  
 Per un interprete chiama 13 14 50  
 Para una llamada de intérprete 13 14 50  
 当你需要口译员时，请致电 13 14 50  
 Khi bạn cần thông ngôn, xin gọi số 13 14 50

## 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](http://sumo.com.au/helpandsupport)

## Your detailed usage

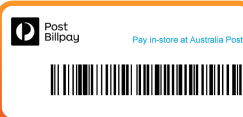
Your average daily usage this period was **15.384 kWh**. Average daily usage (kWh) for NSW households is:



Your average daily cost (incl GST) is **\$5.08**  
 Peak \$3.98 / Off Peak \$0.00 /  
 Shoulder \$0.00 / Supply charge **\$1.10**

To find out more about saving energy, and to see and compare all available energy plans, visit [www.energy.madeeasy.gov.au](http://www.energy.madeeasy.gov.au). This information has been provided to help you compare your electricity use with the average household in your area. Your household's use may differ due to individual circumstances.

Account number: 00000000  
 Amount due: \$163.39



Pay in-store at Australia Post

[sumo.com.au](http://sumo.com.au)

## 8 Invoice summary

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

## 9 Your electricity use in detail

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

**NMI:** This is your National Meter Identifier and is a unique number that identifies your supply address.

**Billing period** – The start and end dates of the billing period are displayed. Your energy charges are for usage between these dates.

**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.

**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.

**Register:** Your meter may have multiple registers – this is normal. This is because there may be more than one stream of usage that needs to be recorded by your meter at any one time. For example, your peak usage and your solar import can be measured concurrently.

**Meter Read:** These are the meter readings that were provided to Sumo by your distributor or the metering provider. For smart meters, your reads are provided to Sumo in 30-minute intervals as opposed to one read on the start date and one read on the end date. These start and end reads are only relevant for customers with basic meters.

## 10 New charges this invoice

This shows the breakdown of the charges included in your invoice. It will include your usage charges, daily supply charge, solar feed-in credits if applicable, 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.

## 11 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 interpreter services.

## 12 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/>.

## 13 How you compare to other households

Here you can see your average daily usage in the billing period and how that might compare with a typical household in your area.

## 14 Australia Post payment slip

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

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