

Your Sumo gas

bill explained

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/

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/

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.

Site address

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

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.



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.

Your average daily usage

Here you can see how much gas you used on average daily during the billing period of your invoice.



8 Invoice Summary

 Payment received
 \$0.00

 New charges
 \$504.26

 Total amount due
 \$504.26

Your gas use in detail

Supply address
Customer's Supply Address.

Meter reading

10

 MIRN
 Start date
 End date
 Next scheduled meter read date

 00000000000
 09 Jun 23
 20 Jul 23
 20 Seo 23

 Meter No
 Previous read
 Current read
 Volume x Factor
 Correction x Heating = Value Value
 Usage (MJ) value

 0000000
 2479
 2874
 395
 1,072
 38.38
 15572

This bill has been based on actual meter read data

New charge	

Usage and supply charges	Unit	Price (incl GST)	Amount
Daily Supply Charge	42 days	82.50 c/Day	\$34.65
Usage Winter - First 100 MJ per day	4200 MJ	3.05 c/MJ	\$127.97
Usage Winter - 100 to 200 MJ per day	4200 MJ	3.02 c/MJ	\$127.05
Usage Winter - 200 to 1400 MJ per day	7172 MJ	2.99 c/MJ	\$214.59
GST			\$45.84
Total (incl GST)			\$504.26
Total (incl GST charges of \$45.84)	if paid on time		\$504.26

Contact details

Emergencies & gas leaks
Call AusNet Services on

13 67 07

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

13 14 50

Payment assistance

Khi ban càn thông ngôn, xin goi số

To find out about Victorian Government energy concessions and rebates,
Centrepay and Sumo payment plans, visit: sumo.com.au/helpandsupport

Call us on 13 88 60 if you have a complaint.

Account number: Amount due: 0000000 \$504.26



Pay in-store at Australia Pos



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

sumo.com.au

8 Invoice summary

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

Your gas use in detail

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

MIRN: This is your gas meter identification reference number and is a unique number that identifies your supply address.

Billing period: The start and end dates of the billing period are displayed. Your charges are for gas 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.

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.

Actual or Estimate: Here we will tell you if your bill is based off an actual or estimate read.

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.

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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00000000000	09 Jun 23	20 Jul 23	20 Sep 23

Meter No	Previous read	Current read	Volume x	Correction x Factor	Heating = Value	Usage (MJ
0000000	2479	2874	395	1.0272	38.38	15572

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New charges this invoice

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لها قَجَاحِب رَوَكُتُ الْمِدْرُعِ 50 14 13 مِقْدِلُنا يُلْحِ لُحَرَتُنا	روف مجرتم ی
Όταν χρειάζεστε διερμηνέα 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 ban càn thông ngôn, xin gọi số	13 14 50

Payment assistance



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Important contact details

Here you can find important contact in

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 Australia Post payment slip

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

