



Gas Account

sumo
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".

5 **How much do I owe?**

This bill \$80.63	TOTAL TO PAY \$80.63
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6 **Popular Payment Options**

B PAY Billir Code: 000000 Reference: 00000000	Direct Debit Sign up to direct debit at sumo.com.au/direct-debit/
Online Payment sumo.com.au/pay	Telephone Payment Phone: 1300 885 175 Billir Code: 000000 Account No: 0000000

7 **How much have I used?**

370.76 MJ
YOUR AVERAGE DAILY USAGE
THIS PERIOD

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sumo.com.au

Your Sumo gas 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 you 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 average daily usage

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

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8

Invoice Summary

Payment received	\$0.00
New charges	\$504.26
Total amount due	\$504.26

9

Your gas use in detail

Supply address
Customer's Supply Address:

MIRN	Start date	End date	Next scheduled meter read date
0000000000	09 Jun 23	29 Jul 23	29 Sep 23

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

This bill has been based on actual meter read data.

10

New charges this invoice

Usage and supply charges	Unit	Price (incl GST)	Amount
Daily Supply Charge	42 days	\$2.50 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

8.00am - 4.30pm AET weekdays

Need an interpreter?

13 14 50

8.00am - 4.30pm AET weekdays

Ημερήσια Μαθήματα 13 14 50 για να βοηθήσουμε στην επικοινωνία
Όταν χρειάζεστε διαμετρητή 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

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.

8 Invoice summary

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

9 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/>.

Account number: 0000000
Amount due: \$504.26



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

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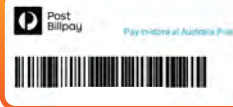
Yiwei zhi Maier 13 14 50 zhiyi chuzhi xueji Maier chuzhi shua
Oray xipisidzeere deapuvita kaMkore 13 14 50
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Payment via QR code at Australia Post will incur a 2% fee (not applicable for standard meter contracts). This charge will appear on your next bill.

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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 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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