



# Your Sumo electricity bill explained

**Electricity Account**  
National Metering Identifier (NMI): 0000000000

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

**2**

**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?**

**6** **AMOUNT DUE**  
**\$34.12**  
Due date:  
10 February 2023

**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](http://www.energymadeeasy.gov.au).

**8** **Payment options**

**8** **Contact details**

**9**

**9**

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](http://energy.gov.au)  
To compare all retailers, please visit [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au).

Sumo Power Pty Ltd ABN 67 406 951 713

**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 National Metering Identifier

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

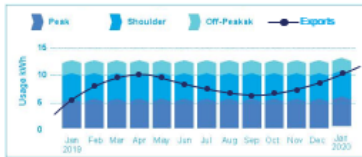
There are a number of ways you can pay your Sumo invoice: by BPay, with Australia Post, on our website, over the phone or by setting up a direct debit at <https://www.sumo.com.au/direct-debit/>. We encourage direct debit so you never have to worry about paying your bill on time.

## 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.

**sumo**

## 10 Usage and exports



Your **average daily usage** this period was 46,000 kWh, the same period last year was 42,000 kWh. Your **average daily exports** this period was 46,000 kWh, the same period last year was 42,000 kWh.

To compare generally available plans, visit [www.compare.energy.com.au](http://www.compare.energy.com.au)

### 11 Understand your bill

16 Jan 23 - 16 Feb 23 (31 days)

	Quantity	Rate	Amount
Supply charge	31 days	\$1.0200/day	\$31.62
Peak usage	515 kWh	\$0.2900/kWh	\$149.35
Off-peak usage	52 kWh	\$0.1300/kWh	\$6.67
Usage discount (15%)			-\$25.76
Solar exports	463 kWh	-\$0.0900/kWh	-\$41.67
Feed-in tariff			
Paper Bill Fee		\$0.1000/day	\$3.10
[Low Income Rebate]	31 days	\$0.7800/day	-\$24.20
<b>TOTAL BILL, (includes GST charges of \$18.77)</b>			<b>\$117.97</b>
Balance carried forward			-\$35.19
<b>TOTAL BILL</b>			<b>\$81.78</b>

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/](http://sumo.com.au/estimated-bills/)

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

### 13 Assistance options

#### Financial assistance

Call Sumo on

**03 9103 2920**

#### Need an interpreter?

**13 14 50**

Need più help: 13 14 50  
 Chow gweilziana Respostiva woblame: 13 14 50  
 Per un interprete chiama: 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  
 Khi bạn cần thông ngôn, xin gọi số: 13 14 50

#### Hearing or speech impairments

Call National Relay Service on

**1800 665 565**

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## 14 Summary of your plan

### Sumo Select

**Benefit:** Your plan includes 18% usage discount.

**Benefit change date:** N/A

#### Your Tariff

Daily Supply Charge: (\$/day)	1.2500
Feed in Credit (if Applicable) (\$/kWh)	0.0800
Off Peak Usage (\$/kWh)	0.5200
Peak Usage (\$/kWh)	0.5900
Shoulder Usage (\$/kWh)	0.5000

### Charge Windows

#### Charge Windows

**Peak:** 2pm - 8pm on working weekdays (1 Nov and 31 Mar);

5pm - 9pm on working weekdays (1 Jun to 31 Aug)

**Shoulder:** 7am - 2pm & 8pm - 10pm (1 Nov to 31 Mar and 1

Jun to 31 Aug); 7am - 5pm & 9pm - 10pm on working

weekdays (1 June to 31 August); 7am to 10pm on all

weekends and public holidays

**Off Peak:** All other times

## 10 Your usage and exports

Here you can see the average daily electricity 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, 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.

## 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.

**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.

## 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.

**Peak:** The amount of electricity you used during periods of high demand (check schedules on charge windows).

**Shoulder:** The amount of electricity you used during periods of moderate demand (check schedules on charge windows).

**Off peak:** The amount of electricity you used during periods of low demand (check schedules on charge windows).

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**Tax invoice summary**

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

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**

To find out about Queensland Government energy concessions and rebates, Centrepay and Sumo payment plans, visit: [sumo.com.au/help-and-support](https://sumo.com.au/help-and-support).

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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 +/-2 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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[sumo.com.au](https://sumo.com.au)

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