

understanding your bill.

applicable when Altogether is your authorised retailer.

1. your account details

Your account number is a unique identifier for your account. This is the number to quote when you contact us or when you make a payment online or via the phone. If you have multiple accounts, your email address links all your Altogether accounts.

2. electricity total due

These charges are for your electricity service only and is not the total amount outstanding. Please refer to page 3 total service charges for the summary of all charges and what to pay.

3. our company name and ABN

Altogether Group Pty Ltd is an electricity retailer authorised under the National Energy Retail Law.

4. your mailing information

Bills will be addressed to the account holder, and the postal address will be supplied. The postal address may differ from the supply address.

5. faults & emergencies

This is your distributors' 24hr faults number for area-wide outages. For all other emergencies, please dial 000.

6. plan information

We'll let you know if you are on the best plan for your situation or whether you could save money on another plan.

7. compare plans

Energy Made Easy is a government website for energy plan comparisons.

8. easy ways to pay your bill

The payment options section lists the range of convenient ways to pay your bill. Some payment fees may apply if you pay via credit or debit card or over the counter at Australia Post.

altogether.

PO Box 404
NUNDAH
QLD 4012

altogether.

Altogether Group Pty Ltd
ABN 28 136 272 298

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MR. SAMPLE
UNIT 1/ 1 FAKE STREET
BIGGERA WATERS QLD 4216

3

your bill

your account details

account number	00000 00000 00
supply address	Unit 1/ 1 Fake Street Biggera Waters, QLD 4216
tax invoice	U30729 000 000 000-0
issue date	4 Oct 2023

electricity total due

previous charges due now	\$0.00
new charges due 24 Oct 2023	\$64.62

need help?

enquiries & complaints
altogether: 1300 806 806

faults & emergencies
Energen (electricity): 13 19 62

disputes
ombudsman: 1800 662 837 (EWOQ)

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.

Compare plans from other retailers at Energy Made Easy
www.energymadeeasy.gov.au

how to pay

in person
Present page intact at any Australia Post outlet. Payments may be made by cash, cheque, EFTPOS, VISA, MasterCard or AMEX.



*3580 307290006799 \$13.97

by BPAY
Bill code: 81489
Ref. number: 3072 9000 6799 8
® Registered to BPAY Pty Ltd ABN 69 079 137 518

by direct debit
altogethergroup.com.au/account

The credit/debit card surcharges apply to online, direct debit and phone payments. A surcharge (inc. GST) of 1% applies for Visa and Mastercard, 3% for AMEX and 1.6% for Diners Card.

online
altogethergroup.com.au/pay-my-bill
Account number: 30729 00067 99
Pay your bill online by debit or credit card. Ensure payment is correctly allocated by specifying your account number.

by phone
Phone: 1300 806 806
Account number: 30729 00067 99
Pay by debit or credit card by calling above phone number. Calls are charged at the cost of a local call (mobile extra).

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9. plan information

We'll let you know if you are on the best plan for your situation or whether you could save money on another plan.

10. electricity charges

This section shows you how we've calculated your electricity usage, supply charges and any applicable credits. You can also see how much energy you use.

11. total electricity charges

The combined total for your electricity services.

12. electricity usage summary

Your electricity usage graphed so you can see your usage over time and your average usage pattern.

13. payment assistance

If you need assistance paying your account, you can contact us to access a range of programs to assist you. You can also contact us using an interpreter or the national relay service.

14. thermal services

This section shows you how we've calculated your thermal usage, supply charges and any applicable credits.

understand your bill

This bill is based on actual meter reading of your usage.

about your current plan

You are currently on our 'Waters Edge on the Broadwater Residential' plan.

electricity charges

billing period: 22 Aug 2023 to 27 Sep 2023 (37 days)

	previous reading	current reading	usage (kWh)
	0.000	163.654	163.654

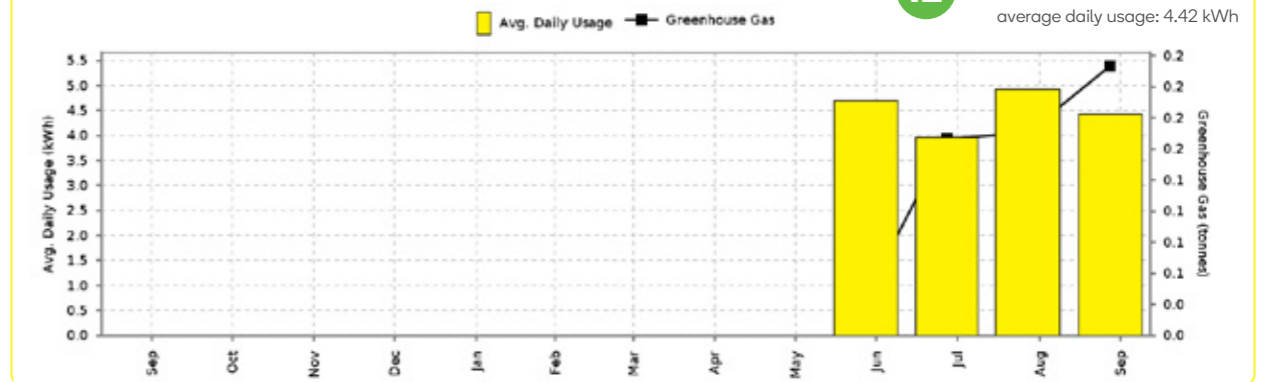
description	quantity	charge rate (exc GST)	units	amount (exc GST)
Electricity usage	163.654	\$0.180410	/ kWh	\$29.52
Electricity supply charge	1 x 37	\$0.790000	/ days	\$29.23
goods and services tax				\$5.87
sub-total usage and service charges (^ = GST free item)				\$64.62

total electricity charges

total electricity charges

\$64.62

electricity usage summary



payment assistance

We can help you pay your account, including payment extensions; payment plans or assistance through our hardship program. Call us to discuss your eligibility and options.

interpreter service

Call 131 450

☐ 译服务
خدمة الترجمة الفورية
दूरभाषिका सेवा
Υπηρεσία διαμερμηνείας
Dịch vụ thông dịch viên

national relay service

Call 1300 555 727

Unit 1/ 1 Fake Street, Biggera Waters, Qld, 4216

billing period: 30 Aug 2023 to 27 Sep 2023 (29 days)

meter number	previous read date	current read date	previous reading	current reading	meter multiplier	usage (kL)
54200953/Exp	29 Aug 2023	27 Sep 2023	5.700	7.300	1	1.600 A

(Exp = consumption from network)

(A = actual, E = estimated, S = substituted, F = final, U = self-read, N = nil read)

next meter read

Your next meter reading is planned to occur near 27 Oct 2023.

Please ensure safe and clear access to the meter. If your meter is not accessible we may estimate your read.

description	quantity	charge rate (exc GST)	units	amount (exc GST)
Hot water heating	1,600.000	\$0.021000	/ L	\$33.60
Hot water supply charge	1 x 29	\$0.290000	/ days	\$8.41
Cook top gas	1 x 29	\$0.250000	/ days	\$7.25

thermal - hot water

15. total service charges

This is your total account costs including all service usage, supply charges and any applicable credits or adjustments and any applicable GST. The total amount is what you need to pay.

16. how to compare

This information shows your electricity usage comparison to similar households in your postcode.

17. embedded network manager

This is the legal name and contact information for the Embedded Network Manager (ENM). An ENM is a service provider accredited by the the Australian Energy Operator (AEMO) and their purpose is to facilitate the transfer of a customer from off-market (and back again if required).

18. need to get in touch?

How to get in touch with us, apply for a concession or rebate, and register your property as requiring life support status.

19. my account

How to set up and access your online account portal. In **My account** you can pay a bill, see your usage information, download bill copies, statements and change your details.

20. electricity metering information

Your meter numbers and meter readings details.

Unit 1/ 1 Fake Street, Biggera Waters, Qld, 4216 thermal - hot water

goods and services tax	\$4.93
sub-total usage and service charges (^ = GST free item)	\$54.19

total services charges 15

opening balance	(cr) \$104.84
payment received	\$0.00
balance brought forward	(cr) \$104.84
usage and services charges	\$118.81
other charges/ adjustments	\$0.00
new charges (see above for details)	\$118.81
total (includes \$10.80 GST)	\$13.97

need to get in touch? 18

life support
If someone at your property relies on life support equipment, please call us to register your account.

moving?
Please notify us at least 3 business days before you move so we can finalise your account.

concessions and rebates
You may be eligible for a government concession or rebate. To find out more or to apply, give us a call or visit altogethergroup.com.au/concessions

contact us
Call **1300 806 806**
Monday to Friday 8.30am-5.00pm AEST.
Visit our website altogethergroup.com.au
Mail. PO BOX 404 Nundah QLD 4012

how you compare 16

This information shows how your electricity use compares to similar households in your postcode.

household size *	avg daily usage
1 person	8,898 kWh
2 people	13,309 kWh
3 people	16,154 kWh
4 people	19,934 kWh
5 people	22,672 kWh
your home	4,423 kWh

This benchmark applies to residential electricity consumption, calculated based on figures provided by the Australian Energy Regulator (AER) and is indicative only. Consumption benchmarks exclude some large appliances, such as pool pumps, and generation systems (e.g. PV). For more information or energy efficiency tips, visit: www.energymadeeasy.gov.au
* without a swimming pool or gas heating

embedded network manager 17

Altogether Solutions Pty Ltd
Phone: 1300 806 806

my account 19

View your bills, make payments, update account information, set up direct debit, opt for e-billing and more by access our customer portal to enjoy eco-friendly benefits.



electricity metering information 20

billing period: 22 Aug 2023 to 27 Sep 2023 (37 days)

meter number	previous read date	current read date	previous reading	current reading	meter multiplier	usage (kWh)
3112104094/Exp	22 Aug 2023	27 Sep 2023	0.000	163.654	1	163.654 A / I
54200953/Exp	29 Aug 2023	27 Sep 2023	5.700	7.300	1	1.600 A

(Exp = consumption from network) (A = actual, E = estimated, S = substituted, F = final, U = self-read, N = nil read)

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