

understanding your bill for large business.

applicable when Altogether is
your authorised retailer.

1. your account details

Your account number is a unique identifier for your electricity 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. outstanding amounts

This shows what to pay and when. The due date is the day by which your account must be paid.

3. our company name and ABN

Altogether Group Pty Ltd is an electricity retailer authorized under the National Energy Retail Law (Retail Law)

4. mailing information

Your company name and billing address.

5. faults & emergencies

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

6. usage summary


In this section, you will find your average daily electricity usage for the billing period as well as a comparison to the same period last year. The greenhouse gas emissions graph shows your energy usage and greenhouse gas emissions over time.

7. account summary

Here you will find the financial activity on the account for the billing period, including payments received, new charges, any additional charges, credits and adjustments and the balance on the account.

8. easy ways to pay your bill

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



5 **Faults & emergencies**

Energex 13 19 62

3 Altogether Group Pty Ltd
ABN 28 136 272 298

4 JOHN DOE
34 MEANDER PLACE
SPRING HILL
QLD 4000

**DRAFT BILL
UNAPPROVED**

your electricity invoice

1 **Your account details**

Account number 0000 0000 00

Tax invoice U0000 000 000 000-0

Issue date 27 Jan 2022

2 **Total due**

\$959.48
Overdue charges, please pay now

\$2,304.81
Amount payable by 16 Feb 2022

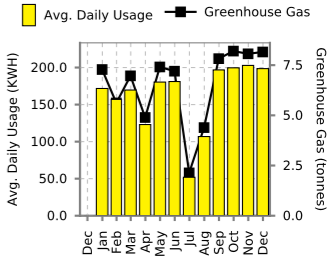
3 **Payment details**

Sign up to Direct Debit at altogethergroup.com.au or call 1300 806 806.

7 **Account summary**

Opening balance	\$959.48
Payment received	\$0.00
Balance brought forward	\$959.48
Usage and services charges	\$1,281.77
Other charges/adjustments	\$63.56
New Charges (see over)	\$1,281.77
Total (GST included)	\$2,304.81

6 **Usage summary**



Avg cost/day: \$41.35
Avg daily usage: 198.56 KWH
same time last year: not available

Greenhouse gas emissions for this bill was 8,156 tonnes from 6,155 KWH

Further information at www.climatechange.gov.au

8 **Payment options**

by Direct Debit
Sign up to Direct Debit at altogethergroup.com.au or call 1300 806 806.
Surcharge Fees: A Credit/Debit card surcharge (inc. GST) of 1% applies for Visa and Mastercard, 3% for AMEX and 1.6% for Diners Card.

by BPAY
Bill code: 81489
Ref. number: 3060 2000 7598 5
© Registered to BPAY Pty Ltd ABN 69 079 137 518

In Person
Present page intact at any post office. Payments may be made by cash, cheque, EFTPOS, VISA or MasterCard. Please make cheques payable to Altogether Group Pty Ltd.
Please post to PO Box 404 NUNDAH QLD 4012.

Online
altogethergroup.com.au
Account num: 30602 00075 98
Pay your bill online by debit or credit card. Please specify your account number to ensure payment is correctly allocated.


by Phone
Phone: 1300 806 806
Account num: 30602 00075 98
Pay by debit or credit card by calling above phone number. Calls are charged at the cost of a local call (mobile extra).

EFT
Pay directly into our NAB bank account.
BSB / Account: 082-057 / 260782221
Reference: 30602 00075 98

Total due

\$959.48
Overdue charges, pay now

\$2,304.81
Amount payable by 16 Feb 2022



*481 88 00000532 3060200075985

9. handy contact information

Here you will find information on the best ways to get in contact with us.

10. electricity supply calculation

Here you will note the service address and meter information. The service address is your community address, or where the gate meter is located on your property. This area is important to confirm the dates that the electricity supply relates to, showing how many days are included in the billing period. The electricity supply is the difference between the current reading and the previous reading. If the meter reader can't access your meter, you will receive an estimated reading to calculate your bill, rather than an actual read. This is denoted by the letter E. This also shows the start and end dates of the period of time covered in your bill as well as a date range for when your next meter reading is scheduled to take place.

Average daily use is the average amount of electricity you used each day for this billing period

Please note: If your starting meter read is 0, this means we are measuring total consumption from your meter, and the previous meter read will not show.

11. 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 Australian Energy Market Operator (AEMO) and their purpose is to facilitate the transfer of a customer from off-market to on-market (and back again if required).

12. energy charges

- Peak/Shoulder energy – Typically, energy usage during day-time weekdays, when energy demand is higher. Note: Peak hours may vary between states and your gate meter retailer.
- Off Peak energy - Typically, energy usage overnight, weekends and public holidays. Note: These hours may vary between states from your gate meter retailer.

13. market charges

- Participant Charge – An Australian Energy Market Operator (AEMO) charge for operating the National Electricity Market.
- Ancillary Services – AEMO charge to manage the national electricity market grid's system, frequency and security.

Note: The Participant Charge is updated yearly on the 1st of July and Ancillary Charges are updated every month and are reconciled yearly by Altogether on your bill (this can vary by distributor).

14. metering and other charges

- Meter charge – A charge for the installation, maintenance and reading of your gate meter from your gate meter retailer.
- Retail supply charge/FRC operations – a charge for the ongoing account administration (this can vary by distributor).

15. environmental charges

- SRES charge – Federal Government Small Scale Renewable Energy Scheme Charge. State-based government environmental charge.
- NSW energy saving scheme – NSW Government Energy Savings Scheme Charge (for NSW customers only).
- LRET charge – Federal Government Large Scale Renewable Energy Target Scheme Charge

16. network charges

Your distributor charges for energy transmission and maintenance of poles and wires. There are typically three components to the charge: administration, electricity used – base and demand charge (if applicable). These may vary between networks. These charges are passed on by the distributor.

For more information on demand charges, refer to back page.

17. loss factors

Distribution Loss Factor (DLF) & Marginal Loss Factor (MLF) are applied to various line items on the invoice and are approved by federal and state regulators. These account for changes to the electrical energy lost during transportation from the generator, through the poles and wires, to your local distribution network. These factors are determined and published by the Australian Energy Market Operator (AEMO) and are updated yearly on the 1st of July.

18. quantity

The amount of service used per each line-item unit of measurement.

19. charge rate

The price paid for electricity used during a specific time. Rates have been adjusted to include loss factors where applicable. Tariffs can change during a billing period. Altogether will provide you with written notice of this change, usually with or on your next bill.

20. units

The unit of measurement being used to calculate each line item.

21. amount

The amount due per line item, excluding GST.

22. total usage and service charges

This is your total cost of supply for the current billing period, including GST.

23. other charges / adjustments

This lists any adjustment we may need to make to your account.

Electricity supply calculation

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Billing period: 1 Dec 2021 to 31 Dec 2021 (31 billing days)

Service address: Common Area 391 Wickham TCE, Spring Hill, QLD, 4000

meter number	previous read date	current read date	previous reading	current reading	usage (KWH)	avg usage (KWH/day)
2911039487	1 Dec 2021	31 Dec 2021	0.000	21.970	21.970 A / 1	0.709
2911041052	1 Dec 2021	31 Dec 2021	0.000	311.490	311.490 A / 1	10.048
2911041237	1 Dec 2021	31 Dec 2021	0.000	1,591.660	1,591.660 A / 1	51.344
2911041325	1 Dec 2021	31 Dec 2021	0.000	3,232.140	3,232.140 A / 1	104.263
2911044266	1 Dec 2021	31 Dec 2021	0.000	997.930	997.930 A / 1	32.191
2911044381	1 Dec 2021	31 Dec 2021	0.000	0.000	0.000 A / 1	0.000

(A = actual, E = estimated, S = substituted, F = final, N = null read / I = usage from interval data)

Next meter read

Your next meter reading is planned to occur near 31 Jan 2022. Please ensure safe and clear access to the meter. If your meter is not accessible we may estimate your read.

Usage and service charges

	18	17	19	20	21
description	quantity	loss factor	charge rate (exc GST)	units	amount (exc GST)
12 Peak energy	3,228.270	1.052831	6.3599	c/kWh	\$216.16
13 Off-Peak energy	2,926.920	1.052831	4.4958	c/kWh	\$138.54
13 Participant charge	6,155.190	1.043440	0.0550	c/kWh	\$3.53
13 Ancillary services	6,155.190	1.043440	0.1859	c/kWh	\$11.94
15 LRET Charge	6,155.190	1.043440	0.6478	c/kWh	\$41.61
15 SRES Charge	6,155.190	1.043440	1.2185	c/kWh	\$78.26
16 NUOS Actual Demand	20.772 x1		13.904000	\$/kVA/month	\$288.81
16 NUOS Flat Volume	6,155.190		1.8040	c/kWh	\$111.04
14 FRC Operations	31		0.3700	c/days	\$0.11
14 Meter charge	31		3.315060	\$/days	\$102.77
16 NUOS Network Access Charge	31		5.564000	\$/days	\$172.48
16 Goods and services tax					\$116.52
22 Total usage and service charges (^ = GST free item)					\$1,281.77

Other charges/adjustments

description	amount (exc GST)
Balance Transfer Adjustment	^ \$63.56
Total other charge/adjustments (^ = GST free item)	\$63.56

Need to get in touch?

9

Contact us
We're happy to help - any questions or complaints: please complete our online form at altogethergroup.com.au/contactus
Call us 1300 806 806
Mon - Fri, 8.30am - 5.00pm AEST
PO Box 404 Nundah QLD 4012

Embedded network manager

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Altogether Solutions Pty Ltd
Ph: 1300 803 803

Additional Network/ Demand explainer

applicable when Altogether is
your authorised retailer.

16. network charges

Network tariffs are a regulated charge invoiced by your energy distributor then passed through on your invoice to cover the cost of building, maintaining, and operating the poles and wires and for delivering electricity to your site.

Understanding what demand charges are and how to control them can make a big difference to your bill without any infrastructure upgrades.

Demand is the rate at which electricity is used, and is typically measured in kilowatts (kW). Peak demand is the highest rate of electricity use during a period of time. Demand Charges are based on the maximum amount of electricity consumed at your site during any given 15-or 30-minute interval, this applies to sites with Actual or Rolling Demand charges. Your site may also be charged demand based on a predefined maximum demand amount determined by your Distributor; this is normally referred to as Contract Demand. The category of demand that applies to your site is determined by your Distributor.

An example

- One way to think of demand tariffs is like taking a drive in your car. One charge is for the total distance you travelled (or your total electricity usage), and another charge is for the fastest speed you reached (or your peak demand).
- Demand charges are used to encourage businesses to use electricity more efficiently, and in most cases, reduce the load on the network during peak demand periods.

If you have a smart meter installed you can track your usage using our online customer portal and use less power during peak periods to help you save. If you have questions about your network tariff, demand charges or how to save on your bill, please reach out to your account manager.