

Understanding your seene bill

Page 1

1. Your account identifiers

Account number:

Your account number is a unique identifier for your electricity account. This is the number to quote if you contact us or make a payment by phone.

National Meter Identifier (NMI):

A unique number used by us and your distribution company to identify the electricity meter at your premise. As your property is part of an embedded network it's not applicable.

2. Your bill

Amount due and bill due date:

The total amount due is the amount payable (incl. GST) and must be paid by the due date.

This amount includes any payments made towards your account or balances that have been carried forward from your previous electricity bill.

seene
simple | easy | energy

The Embedded Networks Company Pty Ltd
ABN 321 19677 431 trading as seene

Sample Outlet
1 Sample Road
SAMPLEVILLE NSW 2000

Tax Invoice

Account Details

Supply Address: 1 Sample Road
SAMPLEVILLE NSW 2000

Tax Invoice No: INV00000000
Bill Issued: 13/01/2023
Account Number: 0000000000
National Metering Identifier (NMI): n/a

Due date
05/02/2023

Total Amount Due
\$451.96

Thank you for using Direct Debit. We will debit your nominated account on 05/02/2023.

Need to get in touch?

Faults & Emergencies
Area Outage:
Ausgrid - Faults & Emergencies
13 13 88
Building Faults:
24/7 Building Faults and Emergency
1800 108 418
Account enquiries & complaints
seene.com.au 1300 609 387
Monday to Friday, 9.00am to 5.00pm AEST

Embedded Network Manager
ENM Solutions
Your Energy Ombudsman
Energy and Water Ombudsman
New South Wales (EWON)
Call 1800 246 545

Could you save money on another plan?

Based on your past usage, you are on the best plan we can offer you.

Compare other plans at energymadeeasy.gov.au

The Australian Energy Regulator requires us to include this information.

Payment options

Direct Debit
Register online at seene.com.au or call 1300 609 387 to set up a direct debit from your bank or credit card account.

Phone
Call 13 18 16 to pay by Visa or Mastercard.

Online
Login at seene.com.au to make a once off payment with Visa or MasterCard

Mail
Please post this payslip with your cheque payable to:
The Embedded Networks Company Pty Ltd,
PO BOX 358 Collins St West, VIC, 8007

Billpay code: 0000
Ref: 0000000000

Billpay code: 0000
Ref: 0000000000

Pay in person at any post office or phone 13 18 16
Due date: 05/02/2023
Total amount due: \$451.96

Billcode: 000000
Ref: 0000000000

Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account.
More info: bpay.com.au

Billcode: 0000
Ref: 0000000000

Pay in person at any post office or phone 13 18 16
Due date: 05/02/2023
Total amount due: \$451.96

*0000 0000000000

Page 1 of 5

3. Need to get in touch?

Here you'll find the best ways to contact us. We've also included the number of distribution company (which owns the poles and wires in your area) for street light or power failures.

4. Best Offer

You'll see a message on the front of the bill that will let you know whether you're on the best available plan or not.

As you are on a plan that's not generally available to everyone, in most instances you see this best plan message.

5. Payment Options

These are a range of easy payment options – simply choose the one that suits you best.

Understanding your seene bill

Page 2A

1. Account bill summary

Supply address:

The service address is where your electricity meter(s) is located and the address for which you will be billed.

Billing period:

This shows the start and end dates of the period as well as the number of days covered in your bill. We'll let you know if the bill is based on a reading from your meter ('actual') or if we had to estimate your bill because the meter reader could not access your meter to take a reading.



1. Account Billing Summary

Supply Address: 1 Sample Road, SAMPLEVILLE NSW 2000
Billing Period: 01/12/2022 - 31/12/2022 31 days
Meter Read: Actual
Next Scheduled Read: 1st of the month (+/- 2 business days)

2. Electricity

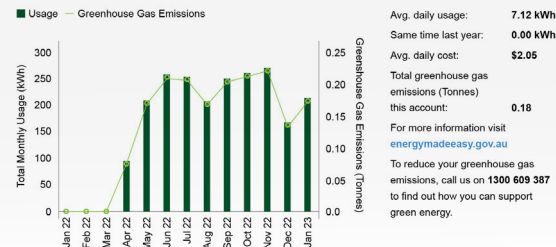
Summary of your plan: Single Rate Usage

Meter No: SAM000000000 Supply Point ID: SAMPLE000 Read Date: 31/12/2061

	Previous Read	Current Read	Usage	Rate	Charges
Usage	3082.480	3303.280	220.8 kWh	0.2879 \$/kWh	\$63.57
Supply Charge			31 days	1.57 \$/day	\$48.67
Total (incl. GST)					\$112.24
GST					\$10.20

*Denotes GST free items

Electricity Usage and Greenhouse Gas Emissions



2. Plan summary

Your plan summary will include the name of your plan and lists any applicable benefits and features such as GreenPower.

Energy charges:

If this type of charge applies to you, your electricity tariffs relate to the type of meter at your premise and determine the plans or products available and the rates charged. These charges are divided into two parts.

Supply charge:

A daily service charge to deliver electricity to your property.

Usage charge:

Charges based on the actual electricity you used during the billing period. Your usage is measured in kilowatts per hour (kWh).

Concession, solar buy back credits and GreenPower charges would be applied here if applicable.

Understanding your seene bill

Page 2B

3. Usage data and greenhouse emissions

The graph shows your electricity usage over time.

Average daily use:

The average amount of electricity you used each day for this billing period.

Same time last year:

The average electricity you consumed each day for the same time last year.

Average cost per day:

The average cost of electricity you have used per day (incl. GST) for the billing period.

Total greenhouse gas emissions:

How much greenhouse gas emissions, in tonnes, your electricity use has produced during this billing period.



Account Billing Summary

Supply Address: 1 Sample Road, SAMPLEVILLE NSW 2000
Billing Period: 01/12/2022 - 31/12/2022 31 days
Meter Read: Actual
Next Scheduled Read: 1st of the month (+/- 2 business days)

Electricity

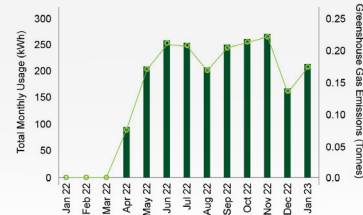
Summary of your plan: Single Rate Usage

Meter No: SAM000000000	Supply Point ID: SAMPLE000	Read Date: 31/12/2021			
	Previous Read	Current Read	Usage	Rate	Charges
Usage	3082.480	3303.280	220.8 kWh	0.2879 \$/kWh	\$63.57
Supply Charge			31 days	1.57 \$/day	\$48.67
Total (incl. GST)					\$112.24
GST					\$10.20

*Denotes GST free items

3. Electricity Usage and Greenhouse Gas Emissions

■ Usage — Greenhouse Gas Emissions



Avg. daily usage: **7.12 kWh**
 Same time last year: **0.00 kWh**
 Avg. daily cost: **\$2.05**
 Total greenhouse gas emissions (Tonnes) this account: **0.18**
 For more information visit energymadeeasy.gov.au
 To reduce your greenhouse gas emissions, call us on **1300 609 387** to find out how you can support green energy.

Understanding your seene bill

Page 3

1. Need support?

This section gives you more information to receive extra support if you need it such as payment assistance, concession assistance related to your state, interpreter service, support for the hearing impaired.

2. Hot water

If this type of charge applies to you, these charges based on the actual hot water you used during the billing period. Your usage is measured in kilolitres (KL).

3. Heating & cooling

If this type of charge applies to you, these charges based on the actual electricity you used during the billing period. Your usage is measured in kilowatts per hour (kWh).



1.

Need support?

Payment Assistance: 1300 609 387
If you are having difficulty paying your account, please contact us to discuss payment assistance including Extended Time to Pay and Regular Instalments on our plans.

National Relay Service
If you have a hearing or speech impairment, contact us through the National Relay Service. For more information visit relayservice.gov.au

Concessions and rebates: 1300 609 387
The NSW Government rebates help customers with cost of energy. These include Low IncomeHousehold Rebate, NSW Gas Rebate (including NSW Gas Rebate for LPG customers), LifeSupport Rebate, Medical Energy Rebate, Family Energy Rebate, Energy Accounts PaymentAssistance (EAPA) Scheme and Seniors Energy Rebate. To find out more about these rebatesand how to apply, visit seene.zendeskk.com/hc/en-us/categories/360000071595-General-Information or energy.nsw.gov.au/households/rebates-grants-and-schemes

Need an interpreter? 1800 106 783
Đối với các ngôn ngữ khác ngoài tiếng Anh, hãy liên hệ với dịch vụ thông dịch viên المترجم بخدمة اتصل ، الإنجليزية غير اللغات بالنسبة
對於英語以外的語言，請聯繫口譯服務
Per le lingue diverse dall'inglese contattare il servizio Interprete
Για άλλες γλώσσες εκτός από την αγγλική, επικοινωνήστε με την υπηρεσία διερμηνέων

Contact Details: 1300 609 387
If you need to contact us, our customer service hours are:
Monday to Friday: 9.00am to 5.00pm AEST or visit seene.com.au

2.

Hot Water

Summary of your plan: Single Rate Usage

	Meter No: 00000000	Supply Point ID: 00000000	Read Date: 31/12/2061		
	Previous Read	Current Read	Usage	Rate	Charges
Usage	23.470	25.290	1.82 KL	0.3594 \$/KL	\$0.65
Supply Charge			31 days	1.9932 \$/day	\$61.79
Total (incl. GST)					\$62.44
GST					\$5.68

*Denotes GST free items

3.

Heating Cooling

	Supply Point ID: 00000000	Read Date: 01/12/2022			
	Previous Read	Current Read	Usage	Rate	Charges
Usage			729.34 AkWh	0.2803 \$/AKWh	\$204.43
Supply Charge			1 month	5.00 \$/month	\$5.00
Total (incl. GST)					\$209.43
GST					\$19.03

*Denotes GST free items

Understanding your seene bill

Page 4

1. Water cost recovery

This is basically your water bill and there are two types of charges:

Cold Water Cost Recovery:

This charge is for cold water you use that is passed on from your local water provider and is GST exclusive.

Sewerage Disposal:

This charge is based on 85% of the water you use and is also GST exclusive. This charge only applied to customers in Victoria.

Important note:

If you get a separate water bill from your local water provider, these charges won't apply to you.

2. Other charges and credits

This section includes any applicable adjustments, charges (for e.g. connection / disconnection fees) or credits (e.g. a refund) that need to be applied to your account.

Other examples of charges that may apply are:

Stove top, BBQ or fireplace supply charges:

If any of these types of charges apply to you, it will appear as a monthly charge on your bill.



1.

Water Cost Recovery

Meter No: 00000000		Supply Point ID: 00000000		Read Date: 31/12/2061	
	Previous Read	Current Read	Usage	Rate	Charges
Usage			22 KL	2.7165 \$/KL	\$59.76
Sewerage Disposal			18.7 KL	0.9444 \$/KL	\$17.66
Total (incl. GST)					\$77.42
GST					\$7.04

*Denotes GST free items

2.

Other Charges and Credits

Supply Point ID: 00000000		Read Date: 31/12/2061	
	Previous Read	Current Read	Charges
Stovetop		1 month	\$6.50
BBQ		1 month	\$5.50
Fireplace		1 month	\$11.00
Ancillary			\$32.57 CR
Total (incl. GST)			\$9.57 CR
GST			\$0.87 CR

*Denotes GST free items

3.

Your Account Details

Opening Balance	\$0.00
Payment Received	
30/12/2022 Payment	\$286.23
This Bill	\$451.96
Total Amount Due	\$451.96

Your Services Summary

⚡ Electricity	\$112.24
🔥 Hot Water	\$62.44
🏠 Heating & Cooling	\$209.43
🌊 Water Cost Recovery	\$77.42
Other Charges	\$9.57 CR
Total Charges	\$451.96

3. Your account details and your services summary

Opening balance:

The amount due or credits from your last electricity bill.

Payments:

This lists payments received on your account after your last bill was issued.

Account balance:

An amount still owing or credits after the payments you've made towards your last bill.

Your services summary:

The total charges for the service for this bill.

Understanding your seene bill

Page 5

1. Household consumption benchmark graph for residential electricity customers

The bill benchmark chart shows you how much electricity you have used and how it compares with other homes in your area.

To see how your electricity usage measures up, refer to the chart and compare your household daily consumption (kWh) to the number of people at your home on the chart. Remember, other factors, such as the size of the premise and the amount of appliances used, can impact your average daily consumption.

2. Other messages

This contains further details for your information.



1. How do you compare?

Compare your average daily electricity consumption with others in your area.

To find out more about how average household energy usage is calculated visit energymadeeasy.gov.au. Consumption benchmarks exclude some large appliances, such as pool pumps, and generation systems (e.g. PV). For more information or useful energy, efficiency tips visit the website above.



2. Welcome to your new look seene bill

You can view our bill guide to help you understand the changes go to our FAQs at seene.com.au under Bills & Payments or call us on 1300 609 387.



We're here to help

 Email

hello@seene.com.au or

 Call

1300 609 387

from 9.00am to 5.00pm,
Monday to Friday AEST/AEDT.