



# Understanding your Dodo Gas Invoice

# dodo

JOHN SMITH  
123 SAMPLE ST  
DIGGERS REST VIC 3427



## 1 Need Help?

Support, enquiries or complaints  
[support.dodo.com](https://support.dodo.com) or **13 36 36**  
Faults or emergencies (24 hours)  
SP-Ausnet Gas: **13 67 07**  
Disputes  
Ombudsman: **1800 500 509**

**2 Your Account Details**

Account Number:	123456789
Bill Issue Date:	08 Sep 2023
For Supply At:	<b>123 SAMPLE ST DIGGERS REST VIC 3427</b>
Tax Invoice Number:	111684361
Meter Installation Registration Number (MIRN):	53303XXXXXX

**4 Could you save money on another plan?**

Based on your past usage, you're on the best plan we can offer you. To compare other available plans, please visit the Victorian Energy Compare website at [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au)

**3**

**Amount Due:**  
**\$132.91**

**Due by:**  
**27 Sep 2023**

The amount due will be Direct Debited as scheduled

**1 Need Help**  
This section includes important details if you want to contact Dodo. Also included is the contact information of your Distributor and Ombudsman, should you need to reach out to them.

**2 Account Details**  
Your account number is specific to your gas account and should be quoted when you contact us. Your MIRN is the unique number to identify the gas meter at the premises specified.

**3 Amount Due**  
This section will contain the amount due and when to pay it by. If there is an overdue amount you will find it here.

**4 Compare Plans**  
From time to time in this section, we'll compare your plan with other generally available plans.

**5 How to Pay**  
Dodo has a range of convenient payment options - just choose one that suits you.

If you're paying in person at a post office, remember to take your bill so that the barcode can be scanned to process your payment.

If paying by cheque, don't forget to mail the payment slip from the last page, together with your cheque.

## 5 How to pay

 <b>Direct Debit</b> Pay by card or bank account. Setup anytime via <a href="https://my.dodo.com">my.dodo.com</a>	 <b>Online</b> Pay your account online using <a href="https://my.dodo.com">my.dodo.com</a> *	 <b>Pay By Phone</b> Call <b>13 36 36</b> to pay by card*
 <b>BPay®</b> Biller Code: 126326 Reference: 123456789	 <b>CentrePay</b> Eligible residential customers can pay using Centrepay. Visit <a href="https://servicesaustralia.gov.au/centrepay">servicesaustralia.gov.au/centrepay</a> Dodo Power & Gas CRN: 123456789	 <b>Pay By Mail</b> Mail your cheque with the payment slip attached to Dodo Power & Gas, P.O. Box 631, Collins St West, VIC 8007
 <b>Pay in Person</b> Pay by cash, EFTPOS or cheque at any Australia Post Office		
 8443 3837 0000000012345678 43		

\*Payments made using American Express or Diners cards will incur a 2.89% surcharge



# Understanding your Dodo Gas Invoice

## 1 About your plan

You are on a Market plan

### 2 Average daily usage

This bill period 46.90 MJ

This time last year 50.74 MJ

## 3 Understanding your bill

Your Next Scheduled Read 24 October 2023

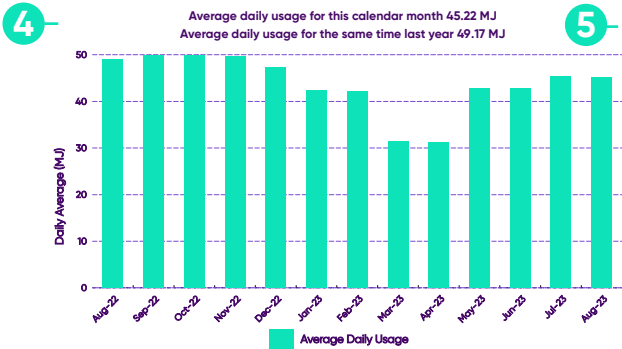
Gas charges are based on an actual meter reading.  
Bill Period: 01 July 2023 to 28 August 2023 (59 days)

Previous Balance and payments	Amount
Previous Balance	\$110.87
Payments	-\$110.87
<b>Balance Brought Forward</b>	<b>\$0.00</b>

New Charges and Credits						
Rate Description	Start Date	End Date	Number Of Days	Quantity	Price	Amount
Service to Property	1 Jul	31 Jul	31	31 Days	\$1.0435	\$32.35
Peak (Winter) - Step 1	1 Jul	31 Jul	31	1453.786 MJ	\$0.0280	\$40.71
Service to Property	1 Aug	28 Aug	28	28 Days	\$1.2942	\$36.24
Peak (Winter) - Step 1	1 Aug	28 Aug	28	1313.097 MJ	\$0.0359	\$47.14
<b>Total Usage and Supply charges</b>						<b>\$156.44</b>
Other Charges						
Total Other Charges						\$0.00
Credits						
Winter Energy Concession (includes \$3.50 Carbon Price Threshold)						-\$23.53
<b>Total Credits</b>						<b>-\$23.53</b>
<b>Total New Charges and Credits (incl GST of \$12.08)</b>						<b>\$132.91</b>

Account Balance		\$132.91
Service to Property		
Peak - Winter		

Meter Reads										
Meter Number	Start Date	End Date	Start Read	End Read	Quantity	Correction Factor	Multiplier	Heating Value	Total Usage	
A12345	1 Jul	28 Aug	2357.000	2428.000	71	1.0109	1	38.55	2766.8838 MJ	



### 5 Assistance and support services

**National Relay Services**  
Call 1300 555 727

**Need an interpreter?** Call 13 14 50  
خدمات الترجمة  
翻译服务  
Dịch vụ thông dịch  
Tercüman hizmetleri  
통역 서비스

**Energy Assistance Program**  
Finding it hard to pay your bills? Our Dodo Assist Energy team can help you with payment assistance options like concessions, government grants and payment plans.

To find out more, call 1300 059 015 or visit [dodo.com/energy/paymentassistance](https://dodo.com/energy/paymentassistance)

**1 About your plan**  
Here you'll find information on your plan, including the plan name and plan features.

**2 Average daily usage**  
A summary view of your average daily usage compared to the same time last year.

**3 Understanding your bill**  
This section tells you whether your bill is based on an estimated or actual read, as well as the date of the next scheduled read. It also details the following components of your bill:

- Your billing period
- Balance brought forward
- Total charges include the cost of your usage and supply as well as any additional costs incurred.
- Total credits include the total of all credits, discounts, concessions and adjustments applied to this bill.
- Total GST is disaggregated
- Account balance
- Meter reads - your meter read details that are used to calculate your bill for this billing period.

**4 Usage Graph**  
This graph displays your daily average usage for each calendar month for gas over 13 months.

**5 Assistance/Support Services**  
Here you'll find important information about interpreters, payment assistance and other services offered.



# Understanding your Dodo Gas Invoice

1

## Payment Received

Date	Details	Amount
28/07/2023	Payment Received - Thanks	\$110.87
<b>Total Payments</b>		<b>\$110.87</b>

2

## Additional Information

### Access to Meters

Your usage was actual. Your next meter read is due between 24 October 2023 and 27 October 2023. Please ensure safe, easy access to your meter on these days.

### Ombudsman Service

If you remain unhappy with our resolution of your complaint, you also have the right to refer the complaint to the energy industry ombudsman. Call the Energy and Water Ombudsman of Victoria (EWOV) on **1800 500 509**, a free and independent alternative dispute resolution scheme [www.ewov.com.au](http://www.ewov.com.au).

### Concessions

For more information about concessions, please call us or visit [dodo.com/energy/concessions](http://dodo.com/energy/concessions)

### On the move?

Call us on **1300 345 847** (8am- 7pm, M-F) at least 3 business days prior and let us do the heavy lifting.

### Energy Saving Tips

Need tips on every bill savings? For smart tips to help you use less energy and save money, visit [dodo.com/energy/energy-saving-tips](http://dodo.com/energy/energy-saving-tips)

### Bill Explainer

There can be a number of charges, calculations and terms that appear on your energy invoice. If you would like to understand further the line items, terms and charges that appear on your Dodo electricity or gas invoice, visit [dodo.com/energy/BillExplainer/](http://dodo.com/energy/BillExplainer/)

1

## Payment Received

This section details all payments received since the issue of your previous invoice.

2

## Additional Information

Here you'll find information relating to the provision of meter access, moving your electricity to your new home and other important stuff.

3

## Cheque Payment Slip

Detach this section and mail in with your cheque.

3

## Pay by Mail

Mail your cheque with this payment slip attached to  
Dodo Power & Gas Ltd  
P.O Box 631, Collins St West, VIC 8007



Due Date:	27 Sep 2023
Payment Due:	\$132.91
Account Number:	123456789
Account Name:	JOHN SMITH