



Understanding your Dodo Electricity Invoice

dodo

JOHN SMITH
123 SAMPLE ST
COOKS HILL NSW 2300



1 Need Help?

Support, enquiries or complaints
support.dodo.com or **13 36 36**
Faults or emergencies (24 hours)
Ausgrid: **13 1388**
Disputes
Ombudsman: **1800 246 545**

2

Your Account Details

Account Number: 123456789
Bill Issue Date: 11 Sep 2023
For Supply At: 123 Sample ST
Cooks Hill NSW 2300
Tax Invoice Number: 111684367
National Metering Identifier (NMI): 41021XXXXX

3

Amount Due:
\$187.13

Due by:
28 Sep 2023

Your regular direct debits will be taken out as scheduled

4

Could you save money on another plan?

Based on your past usage, you're on the best plan we can offer you. The Australian Energy Regulator requires us to include this information. To compare other available plans, please visit the Energy Made Easy website at www.energymadeeasy.gov.au

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

5

How to pay



Direct Debit
Pay by card or bank account.
Setup anytime via my.dodo.com



Online
Pay your account online using my.dodo.com*



Pay By Phone
Call **13 36 36** to pay by card*



BPay®
Billor Code: 126326
Reference: 123456789



CentrePay
Eligible residential customers can pay using Centrepay. Visit servicesaustralia.gov.au/centrepay
Dodo Power & Gas CRN: 123456789



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



Pay in Person
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

M2 Energy Pty Ltd | ABN 15 123 155 840 | trading as **Dodo Power & Gas**

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 electricity account and should be quoted when you contact us. Your NMI is the unique number to identify the electricity 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.



Understanding your Dodo Electricity Invoice

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. The charges are offset by any solar feed-in-tariff (if applicable).
- 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 electricity and solar.

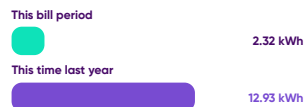
For business customers, the graph displays the total greenhouse gas emissions for each billing period.

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

1 About your plan

You are on a Market plan

2 Average daily usage



3 Understanding your bill

Your Next Scheduled Read 20 July 2023

This bill is based on an **estimate** of your meter reading.
Bill Period: 07 April 2023 to 02 July 2023 (87 days)

To check your actual usage, you can find instructions for reading your meter at dodo.com.au/energy/howtoreadyourmeter

Previous Balance and payments	Amount
Previous Balance	\$299.44
Payments	-\$299.44
Balance Brought Forward	\$0.00

New Charges and Credits						
Rate Description	Start Date	End Date	Number Of Days	Quantity	Price	Amount
Service to Property	7 Apr	30 Jun	85	85 Days	\$1.8113	\$153.96
Peak	7 Apr	30 Jun	85	22.574 kWh	\$0.4777	\$10.78
Shoulder	7 Apr	30 Jun	85	86.829 kWh	\$0.2150	\$18.67
Off Peak	7 Apr	30 Jun	85	87.981 kWh	\$0.1964	\$17.28
Solar Export*	7 Apr	2 Jul	87	308.849 kWh	-\$0.0620	-\$19.15
Service to Property	1 Jul	2 Jul	2	2 Days	\$2.2642	\$4.53
Shoulder	1 Jul	2 Jul	2	2.041 kWh	\$0.2688	\$0.55
Off Peak	1 Jul	2 Jul	2	2.069 kWh	\$0.2455	\$0.51
Total Usage and Supply charges						\$187.13
Other Charges						Amount
Total Other Charges						\$0.00
Credits						Amount
Total Credits						\$0.00
Total New Charges and Credits (incl GST of \$18.75)						\$187.13

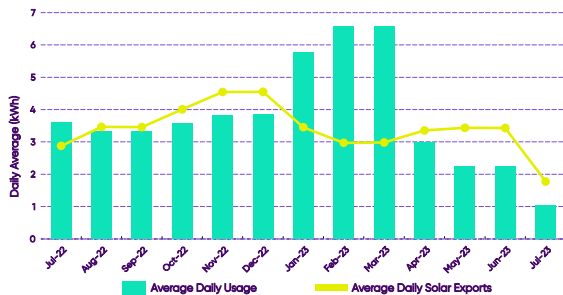
Account Balance \$187.13

* item is not subject to GST. All other items are subject to GST

Service to Property
Peak - 2pm to 8pm Mon to Fri
Shoulder - 7am to 2pm and 8pm to 10pm business days, and 7am to 10pm weekends and public holidays
Off Peak - All other times
Solar Export (into the Grid)

Meter Reads						
Meter Number	Register	Start Date	Start Read	End Date	End Read	
A12345	E1	7 Apr	911.678	30 Jun	1113.175	
A12345	B1	7 Apr	655.618	30 Jun	964.467	

4 Average daily usage for this calendar month 1.03 kWh Average daily usage for the same time last year 3.61 kWh



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.au/energy/paymentassistance



Understanding your Dodo Electricity Invoice

1	Payment Received									
	<table border="1"> <thead> <tr> <th>Date</th> <th>Details</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>05/05/2023</td> <td>Payment Received - Thanks</td> <td>\$299.44</td> </tr> <tr> <td colspan="2">Total Payments</td> <td>\$299.44</td> </tr> </tbody> </table>	Date	Details	Amount	05/05/2023	Payment Received - Thanks	\$299.44	Total Payments		\$299.44
Date	Details	Amount								
05/05/2023	Payment Received - Thanks	\$299.44								
Total Payments		\$299.44								
2	Instalment Plans Details									
	<table border="1"> <tbody> <tr> <td>Instalment Amount</td> <td>\$36.00</td> </tr> <tr> <td>Payment Frequency</td> <td>Fortnightly</td> </tr> <tr> <td>Payment Method</td> <td>Direct Debit</td> </tr> <tr> <td>Next Instalment Date</td> <td>28/09/2023</td> </tr> </tbody> </table>	Instalment Amount	\$36.00	Payment Frequency	Fortnightly	Payment Method	Direct Debit	Next Instalment Date	28/09/2023	
Instalment Amount	\$36.00									
Payment Frequency	Fortnightly									
Payment Method	Direct Debit									
Next Instalment Date	28/09/2023									
3	Additional Information									
	<p>Access to Meters Your usage was estimated. Your next meter read is due between 20 July 2023 and 23 July 2023. Please ensure safe, easy access to your meter on these days.</p> <p>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 New South Wales (EWON) on 1800 246 545, a free and independent alternative dispute resolution scheme www.ewon.com.au</p> <p>Concessions For more information about concessions, please call us or visit dodo.com/energy/concessions</p> <p>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.</p> <p>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</p> <p>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/</p>									

1 — Payment Received
This section details all payments received since the issue of your previous invoice.

2 — Instalment Plan Details
Your next scheduled instalment is detailed here.

3 — 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.

4 — Cheque Payment Slip
Detach this section and mail in with your cheque.

4 — 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:	28 Sep 2023
Payment Due:	\$187.13
Account Number:	123456789
Account Name:	JOHN SMITH