



# Understanding your Dodo Electricity Invoice

# dodo

JOHN SMITH  
123 SAMPLE ST  
RED CLIFFS VIC 3496

## ⚡ Electricity

### 1 Need Help?

Support, enquiries or complaints  
[support.dodo.com](https://support.dodo.com) or **13 36 36**

Faults or emergencies (24 hours)  
Powercor Australia: **13 2412**

Disputes  
Ombudsman: **1800 500 509**

### 2

#### Your Account Details

**Account Number:** 123456789  
**Bill Issue Date:** 08 Sep 2023  
**For Supply At:** 123 SAMPLE ST  
RED CLIFFS VIC 3496

**Tax Invoice Number:** 111684363  
**National Metering Identifier (NMI):** 62035XXXXXX

### 3

Amount Due:  
**\$480.00**

Due by:  
**27 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. To compare other available plans, please visit the Victorian Energy Compare website at [compare.energy.vic.gov.au](https://compare.energy.vic.gov.au)

The Victorian Default Offer is a reasonably priced electricity offer set by Victoria's independent regulator. Contact us on **13 36 36** to discuss the suitability of this plan for you.

### 5

#### How to pay



**Direct Debit**  
Pay by card or bank account. Setup anytime via [my.dodo.com](https://my.dodo.com)



**Online**  
Pay your account online using [my.dodo.com](https://my.dodo.com)\*



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



**BPay®**  
Biller Code: 126326  
Reference: 123456789



**CentrePay**  
Eligible residential customers can pay using Centrepay. Visit [servicesaustralia.gov.au/centrepay](https://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 Compare with other Homes**  
This graph provides a comparison of your electricity usage with other homes in your area.

**4 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.

**5 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.

**6 Assistance and 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**

This bill period: 28.73 kWh

This time last year: 131.30 kWh

**3 Compare with other homes in your area**

24.15 kWh (4 Person)

26.31 kWh (5 Person)

28.73 kWh (Your Home)

**4 Understanding your bill** Your Next Scheduled Read 06 October 2023

Electricity charges are based on an **actual** meter reading.  
**Bill Period: 24 April 2023 to 18 July 2023 (86 days)**

Previous Balance and payments		Amount
Previous Balance		\$190.28
Payments		-\$210.28
<b>Balance Brought Forward</b>		<b>-\$20.00</b>

New Charges and Credits		Amount
<b>Other Charges</b>		<b>Amount</b>
<b>Total Other Charges</b>		<b>\$0.00</b>
<b>Credits</b>		<b>Amount</b>
<b>Total Credits</b>		<b>\$0.00</b>
<b>Total New Charges and Credits (incl GST of \$59.77)</b>		<b>\$500.00</b>

Rate Description		Start Date	End Date	Number Of Days	Quantity	Price	Amount
Service to Property		24 Apr	18 Jul	86	86 Days	\$1.3956	\$120.02
Peak		24 Apr	18 Jul	86	902.601 kWh	\$0.3024	\$272.95
Off Peak		24 Apr	18 Jul	86	1568.481 kWh	\$0.1686	\$264.45
Solar Export*		24 Apr	18 Jul	86	3027.351 kWh	-\$0.0520	-\$157.42
<b>Total Usage and Supply charges</b>							<b>\$500.00</b>

**Account Balance** **\$480.00**

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

Service to Property  
 Peak - 9am to 9pm Mon to Fri  
 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	24 Apr	16820.541	18 Jul	19291.623
A12345	B1	24 Apr	40763.763	18 Jul	43791.114

**5 Usage graph**

Average daily usage for this calendar month 27.14 kWh  
 Average daily usage for the same time last year 37.54 kWh  
 Total greenhouse gas emission for this bill 6.06 Tones

**6 Assistance and support services**

**National Relay Services**  
Call 1300 555 727

**Need an interpreter?** Call T3 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)

**5 Usage graph**

Tones Emitted



# Understanding your Dodo Electricity Invoice

**1 Payment Received**

Date	Details	Amount
17/05/2023	Payment Received - Thanks	\$20.00
16/05/2023	Payment Received - Thanks	\$190.28
<b>Total Payments</b>		<b>\$210.28</b>

**2 Instalment Plans Details**

Instalment Amount	\$60.00
Payment Frequency	Weekly
Payment Method	Credit Card
Next Instalment Date	27/09/2023

**3 Additional Information**

**Access to Meters**  
Your usage was actual. Your next meter read is due between 06 October 2023 and 09 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 everygy 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 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:	27 Sep 2023
Payment Due:	\$480.00
Account Number:	123456789
Account Name:	JOHN SMITH