

Understanding your Monthly Instalment Invoice



You asked and we listened!

Covau have taken your feedback seriously and have been working hard to produce a new simplified invoice that is both easy to read and contains all the information that is required to assess your energy usage and charges.

The new account summary section makes it simple to track your account activities.

Post Billpay is now available online, over the phone or in person at any Post Office for your convenience.

Contact Details

Enquiries/Complaints
1300 689 866
(24 Hours/7 Days)

www.covau.com.au
support@covau.com.au



Po Box R241
Royal Exchange
SYDNEY NSW 1225

Account number **0000000**

Sam Sample

Sample Road
SAMPLE NSW 2000

Your electricity invoice

CovaU promise

Everyday more people are trusting us with their electricity and gas accounts. Why?

Because we're giving Australians the power to save like never before, with the lowest possible rates and the highest possible discounts, for households and businesses alike.

Account Summary

1	Opening Balance	\$100.00
2	Payment Received	-\$100.00
3	Balance Carried Forward	\$0.00
	Current Charges (GST Inclusive)	\$390.00
4	Total	\$390.00
	incl. net GST charges of \$35.46	

Payment Summary

Invoice Issue Date	09-May-2016
Invoice Number	182831
Invoice Due Date	15-May-2016
Total Amount	\$390.00

Payment methods

Account Number **0000000**

Amount Due	\$390.00
Date Due	15-May-2016

Post Billpay



*849 9876530001 965894830



Credit Card/ Direct Debit
To pay using Credit Card or arrange your account to be paid automatically via Direct Debit, Call 1300 689 866.



Post Billpay
Make a Post Billpay payment.
Online: www.postbillpay.com.au
Phone: 13 18 16
In person at any Post Office
Billpay code: 0848
Reference: XXXXXXXX



Electronic Funds Transfer (EFT)
Bank: Westpac
Account Name: COVAU PTY LTD
BSB: 032-090 A/C: 357607
Fund Transfer Reference: XXXXXXXX



By mail
Send your cheque or money order along with this section to:
COVAU PTY LTD
PO BOX R241, ROYAL EXCHANGE, NSW, 1225



BPAY
Make a BPAY payment via internet or phone banking, please contact your bank.
Bill Code: 231100
Reference: XXXXXXXX

Service Interpreter 131 450

Servizio interprete
خدمة الترجمة الفورية
service d'interprétation
Dịch vụ phiên dịch

Concession

If you are eligible for a concession on this bill, please contact us with your concession details on 1300 689 866. We may need to contact Centrelink or DVA to confirm your eligibility.

Moving House?

Call us on 1300 689 866, at least five days before you move so that we can arrange your energy supply to your new home.

What is Monthly Instalment Invoice?

It is the monthly instalment agreed by you to be paid on monthly basis when you signed up with us. The payment(s) made by you will be carried forward as Monthly Instalment Credit(s) on your next actual read invoice.

- Opening balance**
The amount payable from your last invoice.
- Payment Received**
Payments made towards your last invoice.
- Balance Carried Forward**
Unpaid amount carried over from your last Monthly Instalment Invoice or actual read invoice.
- Current Charges**
The total amount charged for this invoice period (GST included).
- Invoice Due Date**
The date by which this invoice should be paid.
- Total Amount**
The total amount due.

Account number: 0000000

Your account details

Account Activities

Opening Balance	\$0.00
Balance Carried Forward	\$0.00
Current Charges (GST inclusive)	\$390.00
Total	\$390.00

Your electricity usage

Service Details - NMI: 00000000000 Fault and Emergencies: Essential Energy 13 20 80 (24 Hours)

8 Billing Period	Monthly Instalment	10 Service Plan	Freedom Saver
9 Service Address	SAMPLE Road SAMPLE	Contract Term	24 Month
Energy Type	Electricity		

Usage Details

Pricing Details	Period	Quantity	Rate	Days
11 Monthly Instalment	01/04/2016			\$354.55
Electricity Charges (GST Exclusive)				\$354.55
GST				\$35.46
Current Charges (GST Inclusive)				\$390.00

7 **Service Detail**
A unique number assigned to the meter at your premise.

8 **Billing Period**
Number of days covered in this invoice.

9 **Service Address**
The address where your energy meter is located.

10 **Service Plan**
The name of the rate plan you subscribe.

11 **Monthly Instalment**
It is the monthly instalment agreed by you to be paid on monthly basis when you signed up with us.

FAQs

What is the benefit of Monthly Instalment Invoice?

Monthly Instalment Invoice is a great budgeting tool which allows you to spread your yearly electricity or gas costs over 12 easy monthly payments rather than quarterly payments.

Monthly Instalment Invoice is a GST applicable invoice, therefore you will have a benefit of claiming GST monthly without delay.

How is the Monthly Instalment amount calculated?

In principal, we recommend that you estimate your annual cost of electricity or gas then spreading this cost equally over 12 months period. At the end of each actual meter reading, you will only need to pay the remaining balance of total charge amount minus Monthly Instalment(s).

What is the Monthly Instalment Credit?

The Monthly Instalment Credit is an item that will be credited into your account over to your actual read invoice regardless whether you made payment in full on Monthly Instalment Invoice(s) or not. If you have not paid Monthly Instalment Invoice(s), the outstanding balance will be also carried forwards to your next actual read invoice just like your Monthly Instalment Credit.

Discounts in Monthly Instalment Invoice

Pay on Time Discount is applied to your consumption charges only and therefore discount will only apply to your actual read invoice. Each Monthly Instalment Invoice will have Monthly Instalment amount and must be paid by the due date shown on the invoice for you to remain eligible for your Pay on Time Discount.

What happens to the Monthly Instalment amount when my usage pattern changes?

When we received your meter read, we will produce an actual read invoice showing all of your usage consumption and supply charges. We will be keeping a close eye on your consumption and notify you as early as possible of any amendments that may be necessary to your Monthly Instalment amount. Alternatively you can contact us to nominate your preferred Monthly Instalment amount.

For more information about CovaU Services visit www.covau.com.au