



Understanding your Dodo Gas Invoice

dodo

JOHN SMITH
123 SAMPLE ST
NEWTOWN NSW 2042



1 Need Help?

Support, enquiries or complaints
support.dodo.com or **13 36 36**
Faults or emergencies (24 hours)
Jemena Coastal: **131 909**
Disputes
Ombudsman: **1800 246 545**

2 Your Account Details

Account Number:	123456789
Bill Issue Date:	08 Sep 2023
For Supply At:	123 Sample ST NEWTOWN NSW 2042
Tax Invoice Number:	111684365
Delivery Point Identifier (DPI):	52402XXXXXX

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

3 Amount Due

Amount Due:
\$245.74

Due by:
27 Sep 2023

Your regular direct debits will be taken out as scheduled

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® Biller 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 gas account and should be quoted when you contact us. Your DPI 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.



Understanding your Dodo Gas Invoice

1 About your plan

You are on a Market plan

2 Average daily usage

This bill period: 91.66 MJ

This time last year: 100.72 MJ

3 Understanding your bill Your Next Scheduled Read 27 October 2023

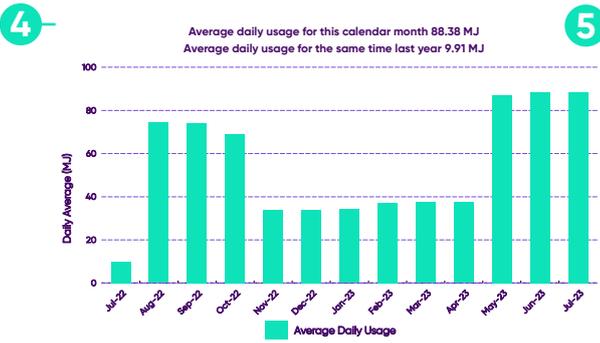
Gas charges are based on an **actual** meter reading.
Bill Period: 03 May 2023 to 28 July 2023 (87 days)

Previous Balance and payments		Amount
Previous Balance		\$49.00
Payments		-\$169.00
Balance Brought Forward		-\$120.00

New Charges and Credits		Amount				
Rate Description	Start Date	End Date	Number Of Days	Quantity	Price	Amount
Service to Property	3 May	30 Jun	59	59 Days	\$1.0322	\$60.90
Usage - Step 1	3 May	30 Jun	59	1227.200 MJ	\$0.0448	\$54.98
Usage - Step 2	3 May	30 Jun	59	1203.600 MJ	\$0.0265	\$31.90
Usage - Step 3	3 May	30 Jun	59	2908.700 MJ	\$0.0259	\$75.34
Usage - Step 4	3 May	30 Jun	59	68.257 MJ	\$0.0239	\$1.63
Service to Property	1 Jul	28 Jul	28	28 Days	\$1.3625	\$38.15
Usage - Step 1	1 Jul	28 Jul	28	582.400 MJ	\$0.0592	\$34.48
Usage - Step 2	1 Jul	28 Jul	28	571.200 MJ	\$0.0350	\$19.99
Usage - Step 3	1 Jul	28 Jul	28	1380.400 MJ	\$0.0343	\$47.35
Usage - Step 4	1 Jul	28 Jul	28	32.393 MJ	\$0.0316	\$1.02
Total Usage and Supply charges						\$365.74
Other Charges		Amount				
Total Other Charges		\$0.00				
Credits		Amount				
Total Credits		\$0.00				
Total New Charges and Credits (incl GST of \$33.25)		\$365.74				

Account Balance		\$245.74
Service to Property Usage		

Meter Reads									
Meter Number	Start Date	End Date	Start Read	End Read	Quantity	Correction Factor	Multiplier	Heating Value	Total Usage
A12345	3 May	28 Jul	11376.000	11579.000	203	1.0302	1	38.13	7974.1498 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

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.



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1 Payment Received		
Date	Details	Amount
11/07/2023	Payment Received - Thanks	\$40.00
11/06/2023	Payment Received - Thanks	\$89.00
11/05/2023	Payment Received - Thanks	\$40.00
Total Payments		\$169.00

2 Instalment Plans Details	
Winter Instalment: (April to September)	\$40.00
Summer Instalment: (October to March)	\$40.00
Payment Frequency	Monthly
Payment Method	Credit Card
Next Instalment Date	27/09/2023

3 Additional Information	
<p>Access to Meters Your usage was actual. Your next meter read is due between 27 October 2023 and 30 October 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/MyBillExplainer/</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:	27 Sep 2023
Payment Due:	\$245.74
Account Number:	123456789
Account Name:	JOHN SMITH