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General and account enquiries

www.kleenheat.com.au Or call 13 21 80
 Faults, leaks and emergencies 13 13 52
 Teletypewriter (National Relay Service) 13 36 77
 Translating and Interpreter Services 13 14 50

Kleenheat

Wesfarmers Kleenheat Gas Pty Ltd ABN 40 008 679 543
 PO Box 4184 Myaree Business Centre WA 6960

Tax Invoice
 Issue date: 09/03/2025

MS JANE BLANC
111 FIRST AVE
MURDOCH WA 6150

Account number

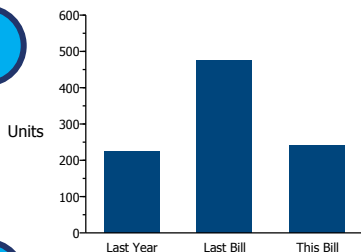
1234567

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Previous balance	Payments/Adjustments	New charges	Account balance*
\$0.90	-\$69.00	+\$70.30	\$2.20

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4

You are currently on our **Monthly Energiser**

This bill is for the period:
 05 Dec 2024 to 06 Mar 2025 (93 days)

Your average usage at **111 First Avenue MURDOCH**
 was:

Average daily consumption: 2.58 Units
 Average daily cost of gas: \$0.76

5

You've saved \$113.46 since you joined Kleenheat compared to what you would have paid under the standard tariff set by government regulation

6

You have offset 48.5 kilograms of carbon emissions in this billing cycle and 389.5 kilograms in total.

Manage your natural gas account online.

- Moving house? Change your address
- Make a payment or manage your direct debit
- View your gas usage and so much more

Visit kleenheat.com.au/myaccount or learn more about our bills at kleenheat.com.au/help



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This invoice is for your information only.

Payment by Direct Debit has been established for your account.

* We have taken your Account Balance as well as your estimated future usage over the next billing period into consideration when adjusting your Monthly Instalment Amount.

Current monthly instalment amount:	\$23.00
New monthly instalment amount:	\$29.00
To apply from:	15 Apr 25

Your Kleenheat gas bill explained

Monthly Energiser | Monthly Smart Saver

1 Helpful contacts

Here are the phone numbers to call if you have an enquiry, need to report a fault, leak or emergency, or require assistance with a speech or hearing impairment or an interpreter service.

On our website, you can log into [My Account](#) and view your billing history, or use the live chat to speak to a member of our Customer Service Team.

2 Your Kleenheat account number

Your account number is specific to your natural gas account. We'll ask you to quote your account number when you contact us. You'll have a different account number for each property you have with Kleenheat.

3 Your account balance

Previous balance: The balance on your account when your last bill was issued.

Payments/Adjustments: The total payments/adjustments made on your account during the period covered by this bill. e.g. your monthly instalment payments. You can view a breakdown of these payments/adjustments on the second page of your bill [8].

New charges: Your total charges for the period covered by this bill. A breakdown of your New charges is shown on the second page of your bill [10]

Account balance: This is the value of transactions on your account. It is calculated by subtracting your Payments/Adjustments from your Previous balance and then adding the New charges for the period covered by this bill. Your Account balance is factored into your New monthly instalment amount shown at [7]. You can find more information on how instalments are calculated [here](#).

4 Your gas usage trends

The graph shows your total gas usage for the period covered by this bill, your previous bill, and your bill for the same period last year.

In this section of your bill, you can also see the plan you are on and a summary of your average daily gas consumption and average daily cost of gas for the supply period.

5 Your savings with Kleenheat

On our monthly instalment plans, you receive a discount on the gas usage component of the [standard gas tariff](#) set by the Western Australian Government (shown next to your gas usage charge on your bill). This section shows your total savings compared to what you would have paid on the standard gas tariff.

6 Your carbon offsets

If you've opted into our [Carbon Offsets Program](#), this section of your bill will show you the amount of carbon emissions you have offset during the period covered by this bill, and in total.

7 Your monthly instalments

Current monthly instalment amount: The monthly instalment amount set for the period covered by this bill.

New monthly instalment amount: The monthly instalment amount for the period covered by your next bill.

To apply from: The date you've selected for your monthly instalments to be withdrawn each month.

You can learn more about how monthly instalments are calculated [here](#).

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Details of payments/adjustments

Payments Received	\$69.00
Total payments/adjustments	\$69.00

Details of new charges

Supply address: 111 First Avenue MURDOCH	Supply period: 05/12/2024 to 06/03/2025 (93 days)
Meter number: M8A1234567	MIRN: 5600123456
Meter reading: 6598 (Actual)	Gas usage: 240 Units

05/12/2024 to 06/03/2025 (93 days)		
Daily Supply Charge	25.90 cents per day	\$24.09
Account Fee	16.33 cents per day	\$15.19
Gas Usage Charge	2.58 Units per day @ 11.62 cents per Unit (incl 35% discount)	\$27.92

05/12/2024 to 06/03/2025 (93 days)		
Carbon Offset Contribution	240.28 Units @ 1.28 cents per Unit	\$3.08

Total new charges due	\$70.30
Includes GST of	\$6.39

Useful information

Savings:	Any savings shown on your bill are calculated by comparison to our standard tariffs.
Carbon offset:	If you have chosen to carbon offset with Kleenheat, your natural gas usage will be 100% carbon neutral. Your carbon offset contribution will be used to cover the cost of acquiring offsets generated by projects that reduce or remove emissions from the atmosphere. See kleenheat.com.au/offset for full details.
Overdue notice fees:	Overdue accounts will attract a fee of \$8.34 for each notice sent.
Having difficulty paying?	Please call 13 21 80 before your account is due to discuss how we may assist you.
Moving house?	Staying with Kleenheat is easy. Just log in to My Account at kleenheat.com.au and select the 'Moving Out?' option, or call us on 13 21 80 for assistance. Please keep in mind you'll need to give us at least three business days' notice before your move so we can arrange natural gas for your new property.
Customer Charter:	Our Customer Charter is available free of charge at kleenheat.com.au/help or by calling us on 13 21 80.
Disconnections:	In the event that your gas is disconnected fees will be applied to your account prior to reconnection.
Meter accuracy test:	Meter accuracy testing is available upon request. A fee is charged for this service; however, this fee is refundable should the meter be found to be faulty.
Complaints:	Kleenheat is committed to resolving all complaints. In the first instance please call 13 21 80 and speak with a Customer Service Officer. You can also request for your complaint to be referred to a Supervisor or Manager. In the event you are not satisfied with the resolution offered, please refer your complaint to our Customer Advocate. If your complaint remains unresolved you can contact the Energy Ombudsman on 1800 754 004.
Concessions:	You may be eligible to receive concessions. To find out more, visit kleenheat.com.au/help .
Our obligations:	Kleenheat and its marketing agents must comply with the Economic Regulation Authority's <i>Gas Marketing Code of Conduct and Compendium of Gas Customer Licence Obligations</i> , which protect the supply of gas for small use customers. Both documents can be found at kleenheat.com.au/help/category/policies , or contact us if you'd like a copy sent to you.

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8 Payments and adjustments

This section shows any payments/adjustments made on your account during the period covered by this bill. e.g. your monthly instalment payments.

9 Your supply and meter read details

Supply address: the property address this bill relates to.

Supply period: the date range for the period covered by this bill. The number of days in a supply period can vary slightly depending on when your gas meter is read.

Meter number: the number stated on your gas meter.

MIRN: [Your Meter Installation Registration Number](#).

Meter reading: The meter read taken from your gas meter on the date of the current meter reading. Here you can see if an actual read was taken, or if the network operator needed to [estimate your meter read](#). Your meter read is used to calculate your gas usage in energy units for the supply period.

Gas usage: The network operator calculates the difference between this meter read and your previous meter read and converts your gas usage from cubic metres to energy units. [Learn more](#).

10 Fees and charges

Daily Supply Charge: This charge covers the fixed costs of supplying gas to your property, including the cost of installation and maintenance of pipelines, gas mains, and gas meters.

Account Fee: This fee covers the cost of administering your Kleenheat account.

Gas Usage Charge: The total charge for the gas you consumed during the period covered by this bill, including your plan discount.

11 Carbon offset contributions

We multiply your total gas usage by the carbon offset cost per energy unit to get your total Carbon Offset Contribution for the period covered by this bill.

12 Total new charges

The total charges for the period covered by this bill.