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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: 24/10/2024

**MS JANE BLANC**  
**111 FIRST AVE**  
**MURDOCH WA 6150**

Account number

1234567

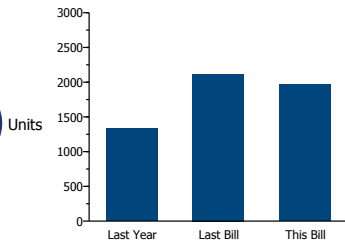
Payment due by

13/11/2024

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Previous balance	Payments/Adjustments	Outstanding balance	New charges	Total
\$329.39	-\$370.76	=\$41.37CR	+\$396.55	=\$355.18

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You are currently on our **Standard Form Contract**

This bill is for the period:  
 26 Jul 2024 to 19 Oct 2024 (85 days)

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

Average daily consumption: 23.17 Units  
 Average daily cost of gas: \$4.67

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You have offset 397.3 kilograms of carbon emissions in this billing cycle and 1660.6 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](http://kleenheat.com.au/myaccount) or learn more about our bills at [kleenheat.com.au/help](http://kleenheat.com.au/help)



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## How to pay



Take the hassle out of paying bills by signing up for Direct Debit at [kleenheat.com.au](http://kleenheat.com.au) or by calling 13 21 80.



Pay Anyone – pay online via Electronic Funds Transfer (EFT).  
 Transfer funds to: **BSB: 036-805 Account No: 001234567**



Pay by credit card or debit card online by logging into My Account or going to [kleenheat.com.au/pay-online](http://kleenheat.com.au/pay-online) or call 13 21 80 to pay via automated payment system.

\* A transaction fee of 0.5% incl. GST will apply to payments made by a credit card or Visa/MasterCard debit card.

Account number

1234567

Payment due by

13/11/2024

Total

\$355.18

# Your Kleenheat gas bill explained

## Standard Form Contract

### 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 Payment due by

The date your bill is due. This is also the date your payment will be withdrawn if paying by direct debit.

### 4 Your account balance

**Previous balance:** The total amount owed on your last bill.

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

**Outstanding balance:** The difference between your Previous balance and your Payments/Adjustments.

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

**Total:** The balance of your account. This is the sum of your Outstanding balance and New charges. If you have a CR next to your Total amount, your account is in credit and no payment is required for this bill.

### 5 Your gas usage trends

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

### 6 Your carbon offsets

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

### 7 How to pay

The different ways you can pay this bill. If you pay by direct debit you'll see this reflected on your bill here. Your direct debit payment will be taken on the Payment due date shown at [3]. If the total balance on this bill is in credit (CR), payment is not required and these payment options will not be shown.

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### Details of payments/adjustments

Payments Received	\$329.39
Pay on time discount (12.5% of gas usage charges from previous invoice)	\$41.37
<b>Total payments/adjustments</b>	<b>\$370.76</b>
<b>Adjustments includes GST of</b>	<b>\$3.76</b>

### Details of new charges

<b>Supply address:</b> 111 First Ave MURDOCH	<b>Supply period:</b> 26/07/2024 to 19/10/2024 (85 days)
<b>Meter number:</b> M8A1234567	<b>MIRN:</b> 5600123456
<b>Meter reading:</b> 3952 (Actual)	<b>Gas usage:</b> 1969 Units
<b>26/07/2024 to 19/10/2024 (85 days)</b>	
<b>Daily Supply Charge</b>	25.90 cents per day <b>\$22.02</b>
<b>Account Fee</b>	16.33 cents per day <b>\$13.88</b>
<b>Gas Usage Charge</b>	First 12.00 Units per day @ 17.88 cents per Unit <b>\$182.38</b>
	Remaining 11.17 Units per day @ 16.12 cents per Unit <b>\$ 153.05</b>
<b>26/07/2024 to 19/10/2024 (85 days)</b>	
<b>Carbon Offset Contribution</b>	1969.44 Units @ 1.28 cents per Unit <b>\$25.21</b>
<b>Total new charges due</b>	<b>\$396.55</b>
<b>Includes GST of</b>	<b>\$36.05</b>

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Use BPAY to pay from your cheque or savings account.  
Go online or use phone banking.



Pay by cash, cheque or Eftpos at any post office.  
**Billpay Code: 2609 Ref: 0000 1234 5678**



Go to [servicesaustralia.gov.au/centrepay](https://servicesaustralia.gov.au/centrepay) for more information.  
Kleenheat's Centrepay reference number is 555 055 454J.



Send your cheque payable to Wesfarmers Kleenheat Gas Pty Ltd with this payment slip to PO Box 4184, Myaree Business Centre, WA 6960.

**Billers Code:** 67447  
**Ref:** 0012345678

Account number

**1234567**

Payment due by

**13/11/2024**



Total

**\$355.18**

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### Details of payments/adjustments

This section shows any payments/adjustments made on your account in the period covered by the bill e.g. payment for your previous bill and your pay on time discount.

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### 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 the 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](#).

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### Details of new 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 in this supply period, using the standard gas tariff. If you pay this bill on time, we'll calculate your pay-on-time discount amount using these gas usage charges, and apply the amount as an adjustment on your next bill.

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### Carbon offset contribution

We multiply your total gas usage by the carbon offset cost per energy unit to determine your total Carbon Offset Contribution for the supply period.

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### Total new charges

The total charges for this supply period.