

## What's on your energy bill?

Your energy bill lets your retailer tell you about your energy service.

Your bill shows:

- how much you have to pay
- the start and end date of the bill
- how much energy you used
- if the price has increased, and
- if you have to pay any extra fees (these might be disconnection fees, late payment fees, special meter reading fees and exit fees).

It also shows:

- whether you are using more or less energy than in the past
- whether the bill is an **estimate**
- how to contact your retailer, and
- the number to call for any [faults or emergencies](#).

If you have signed up to a **time of use** electricity **tariff**, your bill might also show you the time periods when you used electricity.

Different retailers:

- set out their bills differently, and
- have slightly different information on their bills.

Have a look at our interactive [electricity](#) and [gas](#) bills to see:

- what information has to be included on your bill, and
- what your bill can look like.

If you need help finding information or understanding your bill, contact your retailer. Their website might also help.

How often you get a bill will be set out in the [Basic Plan Information Document](#) or the retailer's written summary of the plan.