

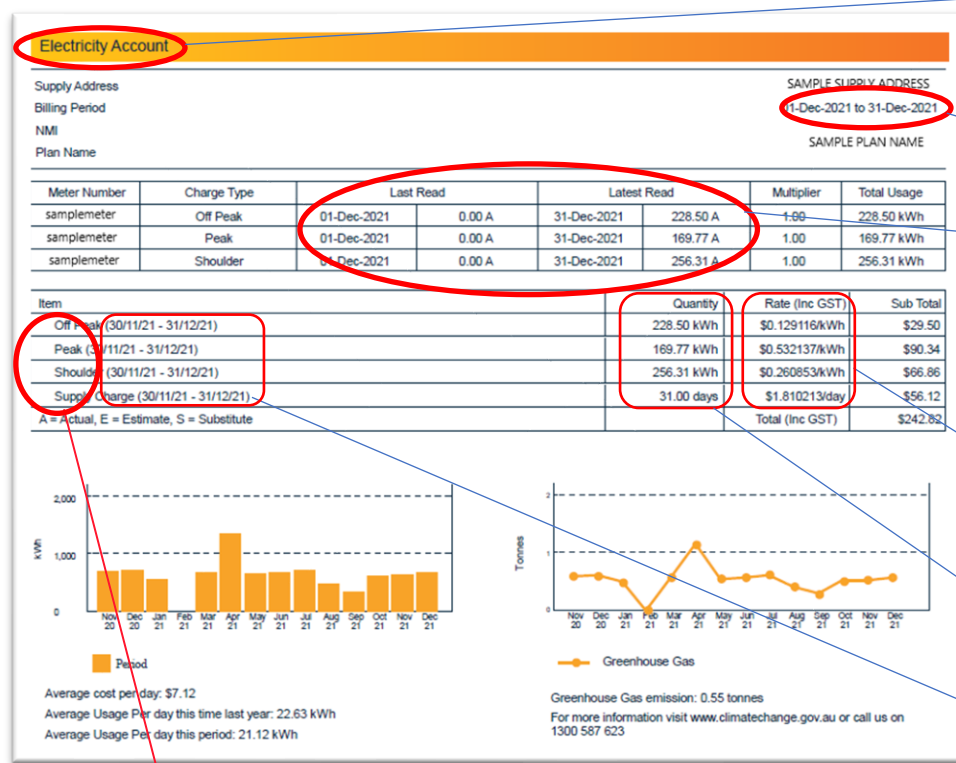
UNDERSTANDING USAGE ON YOUR SCENTREGRID BILL

At Scentregrid we try to simplify things where we can. However, we acknowledge that sometimes trying to understand the charges on your invoice can be difficult.

ELECTRICITY

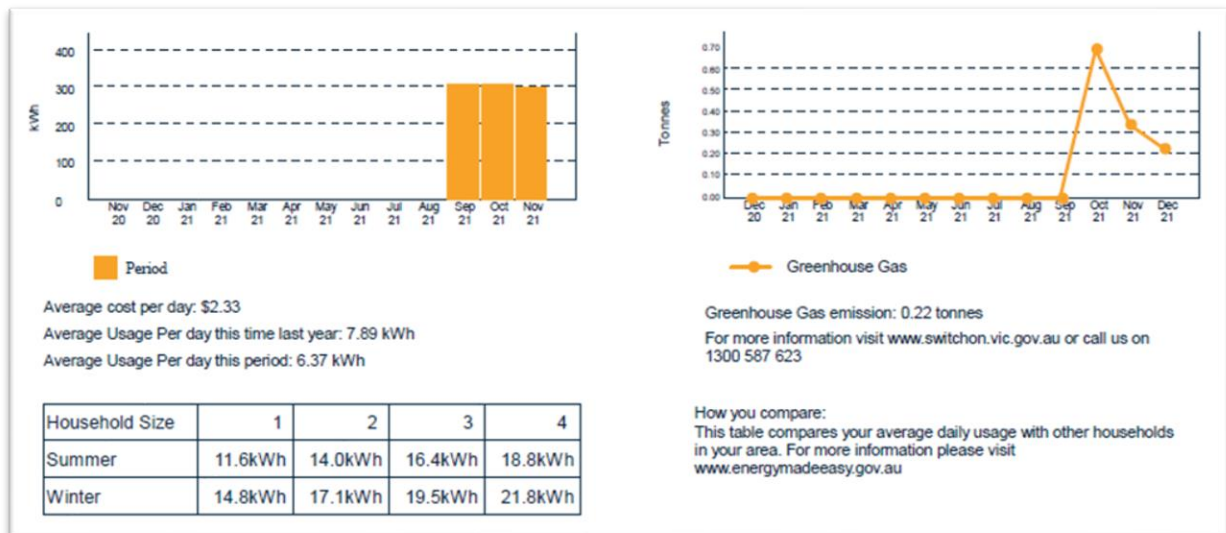
As a full customer of an Embedded Network, your electricity Usage is billed according to the setup of your electricity meter. The meter measures the electricity in kilowatts per hour (kWh). Each kilowatt is charged at a specific rate, all of which are displayed on your invoice:

- Time of Use (TOU) Plan – The TOU plan means that you pay different rates at different times of the day.
- Anytime Plan – The Anytime plan is one rate regardless of what time you use electricity.



The ITEMS on your invoice are defined with your plan. "Peak"; "Off Peak" and "Shoulder" all relate to the time of day that the usage took place*. You can save money by limiting the amount of usage that takes place in the more expensive periods, such as PEAK. The "Supply" Item is charged to cover the cost associated to maintaining the infrastructure that supplies you with electricity, such as the poles and wires.

*Your plan may not include all ITEMS identified in this example or may be ANYTIME which is one flat rate for all electricity consumed. Other plans



Your electricity invoice includes graphs and tables which may help you understand your historical electricity usage and the associated Greenhouse Gases. You can use these graphs to assess your usage and review what may have changed at certain times. This may in turn help you consider historical changes and conditions, such as weather, and the effect they have on your electricity bills. You can then use the Household Size table to assist you compare your usage to others.

ELECTRICITY NETWORK ONLY BILLING

You may have elected to procure electricity from a "market" Retailer and as such you receive a "Network Only" invoice from Scentregid. This invoice from Scentregid covers the cost associated to the use of the Network which provides you with electricity to your tenancy. These costs are regulated and defined by the Distributor for your area. They are not defined by Scentregid.

You are billed by Scentregid according to your electricity Usage which is captured on your electricity meter. The meter measures the electricity in kilowatts per hour (kWh). Each kilowatt is charged at a specific rate, all of which are displayed on your invoice.

If you are a NETWORK ONLY customer of Scentregid, you should also be receiving an electricity invoice from your Retailer of Choice for the RETAIL component of your electricity. These charges should not include Network associated costs. If you are not receiving another invoice you should speak with Scentregid or another Retailer to avoid future bill shock associated to back billing.

www.industry.gov.au/policies-and-initiatives/australias-climate-change-strategies