

This is your **ACN Click Energy 101 guide** so you can get started with the basics. You can use this summary of terms when having discussions with your warm market.

You will find more detailed explanations in the Energy Selling Reference Guide.

- **Account Number:**

This is a unique customer account number. It should be used when calling the Click Energy team or accessing restricted areas of the Click Energy website, such as logging in to pay bills. Customers will have distinct account numbers for electricity and gas accounts.

- **Tax Invoice Number:**

Each bill will have its own unique tax invoice number. This number should be used as a reference when paying that bill via the Click Energy website or viewing account details online or querying that specific bill.

- **Daily Supply Charge:**

This is a fixed charge for supplying either electricity or gas to the home. This charge applies whether electricity or gas is used or not.

- **Usage Charge:**

This is a charge based on how much electricity or gas homes actually use. This charge is the kWh or MJ consumed within the billing period.

- **Feed-in tariffs:**

A feed-in tariff is the price customers are paid for excess electricity generated from their solar panels and not used in the customer's home. Customers with solar panels must have a net meter installed to be eligible to receive feed-in tariffs.

- **Measuring electricity:**

When customers receive their electricity bills the usage will be recorded in kilowatt-hours (kWh) which equals 1000 watt-hours. For example, if a customer uses a 2000 watt heater for one hour then it will consume 2 kWh of electricity.

- **Measuring gas usage:**

Metric gas meters measure a customer's usage in cubic metres, shown as megajoules (MJ) on a customer's bill.

- **Standing Offer:**

Each gas retailer provides a Standing Offer - a base plan provided if customers do not select another plan.

- **Estimated bill:**

Your energy retailer needs safe and easy access to meters in order to obtain meter readings and generate accurate invoices. If this is not possible, an estimated reading will be invoiced. This will be adjusted as necessary when an actual meter read takes place.

- **Default Market Offer (NSW, QLD, SA)**

Each electricity retailer operating in NSW, QLD, and SA has a Default Market Offer, or DMO. This is a base plan provided if customers do not select another plan. DMOs are available for both residential and small business customers.

- **Reference Bill**

A Reference Bill is used in states where a DMO is available (NSW, QLD, SA). A Reference Bill is calculated based on AER customer profiles and is intended for use as a basis for comparison between energy retailers.

- **Victorian Default Offer (VIC only)**

Each electricity retailer operating in Victoria has a Victorian Default Offer, or VDO. This is a base plan provided if customers do not select another plan. VDOs are available to residential and small business customers.