

Better Bills

Your invoice
explained

Requirements

1. Contents of the bill
2. Tier 1 information
3. Tier 2 information
4. Better offer

Implementation date : 30 September 2023.

You'll need to notify the AER by email specifying the day upon which you will begin preparing and issuing bills if prior to 30 September.

Better Bills Guideline only applies to electricity and gas authorised retailers that operate in states that have accepted the National Energy Customer Framework ie NSW, QLD, SA and ACT. VIC is excluded.

Note: AER is considering changes to the retail exemption guideline in Victoria.

Date: 9 March 2023

Ultimate Pty Ltd
Level 5, 56 Cawley Street,
Ellerslie 1051,
Auckland, New Zealand

By email: tracey.smith@ultimate.com

RE: Better Bill Guideline Version 1 Review

I am writing to provide the final review letter regarding our review of the Better Bill Guideline changes in the bill templates provided by your organisation.

We are pleased to inform you that the review has identified that the changes applicable to the Better Bill Guideline Version 1 have been appropriately included in the bill templates provided. This is commendable, as it indicates your commitment to providing your clients with service that aligns with the regulatory requirements.

However, it is important to note that compliance with regulatory obligations requires ongoing monitoring and quality checks. Therefore, we recommend a quality assurance process that ensures compliance with regulatory obligations by checking the quality of the bills before they are issued to customers of your clients.

We appreciate the cooperation and support provided by your organisation during the review process.

Please contact us if you have any questions on the above.

Yours faithfully,



Connor James

Principal
0406 509 198
Compliance Quarter
Email: connor@compliancequarter.com.au

1. Contents of the bill

These are the design principles that apply to tier 1 and tier 2 information, and any other information that is on the customer's bill.

- **Use simple language:** conversational tone, plain language, basic grammar. It must avoid jargon, technical terms, uncommon terminology and abbreviations/acronyms.
- **Make the bill easy to understand:** Presented in a way that is easy to understand through colour, headings and shading to group information and differentiate bill elements. Use of accessible fonts styles and sizing, white space, symbols etc.
- **Make the most important information most prominent:** using bold or larger font sizes and colour or shading.
- **Order the bill to make it easy to understand:** key information must be presented first, grouped by related information.
- **Design:** Use proven practices to enhance customer comprehension.

2.Tier 1 information

Tier 1 information must appear on the first page of a paginated bill and at the beginning of an unpaginated bill. Tier 1 information is:

- a) customer name and address of the premises to which the energy is being supplied as well as the customer's mailing address, if different;
- b) amount due and due date;
- c) bill issue date;
- d) payment methods;
- e) customer account number;
- f) National Metering Identifier (NMI) presented using the exact words 'National Metering Identifier (NMI)' followed by the small customer's NMI;
- g) a link to the Energy Made Easy website: www.energymadeeasy.gov.au;
- h) a deemed better offer message
- i) retailer identifying information;
- j) a telephone number for the customer to:
- k) make account enquiries and complaints;
- l) contact the relevant energy ombudsman;
- m) the name and telephone number of the relevant distributor for the customer to make fault inquiries and report emergencies; and
- n) headings intended to assist a customer's understanding of prescribed Tier 1 information.

Note: You can also include, at your discretion, information relating to natural disasters, pandemics, and emergencies among Tier 1 information.

3. Tier 2 information

Tier 2 information must be included in a bill, not on the first page of a paginated bill or at the beginning of an unpaginated bill, but before any additional information. Additional information can be included in bills, but not on the first page of a paginated bill or at the beginning of an unpaginated bill ahead of Tier 2 information on a paginated or unpaginated bill. Tier 2 information is:

- a) a plan summary (see sections 43 and 44);
- b) a summary of tariffs, charges and charging windows as applicable, which must be included in either the plan summary (section 41(a)) or understand your bill section (section 41(c));
- c) a breakdown of how the amount due was calculated (the understand your bill section), including by reference to the following (where applicable):
 - i. billing period (date-to-date) and number of days;
 - ii. previous reading;
 - iii. current reading;
 - iv. usage, including but not limited to shoulder, peak or off-peak (for electricity, in kilowatt-hours (kWh) and for gas, in megajoules (MJ));
 - v. rates/tariffs, in dollar figures;
 - vi. charges, in dollar figures;
 - vii. credits, in dollar figures;
 - viii. discounts;
 - ix. any amount deducted, credited or received under a government funded energy charge rebate, concession or relief scheme or under a payment plan;
 - x. any GST; and
 - xi. exports.
- d) average daily usage and exports, in kWh or MJ (daily average);

3. Tier 2 information continued

- e. if a bill was issued by the same retailer for the corresponding billing period in the previous year, the particulars of the customers' consumption in that previous billing period;
- f. contact details to enable a small customer to access:
 - i. financial assistance;
 - ii. interpreter services (in community languages); and services for customers with hearing or speech impairments;
- g. whether the bill amount is based on metering data or on an estimation of the customer's consumption of energy. Where a bill amount is based on an estimation of the customer's consumption of energy, the bill must:
 - i. state that the relevant amount is 'based on an estimation';
 - ii. not use an abbreviation of this, for example the letter 'E'; and
 - iii. include a statement on how to access the guidance and requirements for a customer read estimate required under rule 21(3C) of the Retail Rules'.

Requirement to prepare and include a plan summary

- The purpose of a plan summary is to help small customers easily understand and compare the key features of their plan.
- The plan summary must include the following information:
 - plan name (if applicable);
 - renewable sources and carbon offsets, if applicable to a small customer's plan; and
 - benefit and benefit change date, if applicable to a small customer's plan.



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ABN 99 999 999 999

1

Professor Frink
742 Evergreen Terrace
BRUNSWICK
QLD 4000

Bill summary

Previous balance	\$122.11
Payments received	\$122.11 CR
Opening balance	\$0.00
New charges	
Electricity charges (please see over for details)	\$138.77
Total new charges including GST	\$138.77
GST included in new charges:	\$12.61
Account balance	\$138.77
Balance due by 29 Jul 2022	\$138.77

TAX INVOICE

Account details

Account number: 4901005154
Invoice number: 202207/185593
Issue date: 12 Jul 2022
Site Identifier: 0000002669XX0AE2

2

Need help?

Phone: 1300 00 00 00 Monday - Friday
8:30am - 5:00pm (AEST)
Email: support@zappy.com
Web: zappy.com

Important numbers

Faults and emergencies: 13 20 99 (United Energy) 24 hours, 7 days
Disputes: 1300 300 993

Could you save money on another plan?

Based on your past usage, you are on the best plan we can offer you. The Australian Energy Regulator requires us to include this information.

3

Compare plans

To understand, compare and control your energy service and efficiency, visit www.energymadeeasy.gov.au

4

Your payment methods

5



Biller Code: 999999
Ref: 49010051545

Telephone & Internet Banking - Bpay®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au.

Mail
Post this payment slip and your cheque made payable to PO Box 123, Melbourne VIC 3000, .

In Person
Present and pay this bill at a NAB branch near you.
BSB: 123 456
Reference: 4901005154



Credit Card
Go to MyAccount to make a payment via your Visa, Mastercard or American Express. 1% surcharge will apply. Your account number is 4901005154.



Direct Debit
Save time by having your account paid automatically. Apply online at zappy.com or call us on 1300 00 00 00.



EFT
Our bank details are as the following
Branch: 123 456
Account number: 123456789
Reference: 4901005154

Account number: 4901005154 Total due: \$138.77 Due by: 29 Jul 2022

Tier 1 information: paginated bill example

1

The guideline requires the use of white space to reduce clutter making it easy to read.

2

Grouping of related content, using colour, different fonts and heading sizes to highlight information and be readily understandable.

3

The “better offer message” is prominent and lets your customers know you might be able to offer them a better plan. The guideline prescribes specific wording for key parts of the message.

4

You are required to include the link to the Energy Made Easy website.

5

Payment information formatted and placed where expected. Use of symbols to simply access by screen reading technologies, with links to online payment options. Payment options must be included even if the bill is a credit.

Note: We’ve used *Site identifier* instead of National Metering Identifier. You will need to request an exemption from the AER to use this terminology.

New obligations:

National Metering Identifier

Deemed better offer

Energy ombudsman contact details

Headings to assist customers understanding of tier one information

UNDERSTAND YOUR BILL

ELECTRICITY:

Your charges are based on an actual meter reading

7

Summary of your plan:
Standard Offering The Zappy
Standard offering includes a 10% direct
debit discount. Your plan includes 0%
GreenPower.

Service address: Burwood Apartments , 508/742 Evergreen Terrace, Burwood East QLD 3151
Site Identifier: 0000002669X00AE2
Supply period: 01/06/2022 - 30/06/2022 (30 days)
Next scheduled meter read: 10/12/2022
Embedded network manager: Plus ES

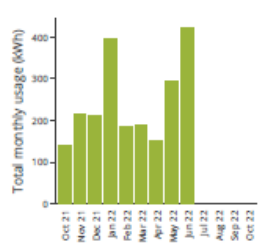
Meter Reads

Meter Number	Multiplier	Previous Reading	Current Reading	Total Usage
6568/1	1.0	2,575.48 kWh (Estimate)	2,998.68 kWh (Actual)	423.20

Usage Charges

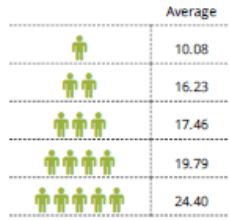
Description	Charge Period	Quantity	Unit	Rate	Total
Daily Supply Charge	01/06/2022-30/06/2022	30	days	x \$0.8541	= \$25.63
Daily Supply Charge Gas Cooking	01/06/2022-30/06/2022	30	days	x \$0.6240	= \$18.72
Anytime Usage 7 days a week 24 hours a day including public holidays	01/06/2022-30/06/2022	846.39	kWh	x \$0.2004	= \$169.64
Anytime Water Heating Water Meter (Icon)	01/06/2022-30/06/2022	1.20	kWh	x \$8.0000	= \$9.60
Total amount due (including GST of \$12.61)					\$138.77

Usage Summary



Average daily usage 14.11 kWh
This period last year NA
This period 423.20 kWh
Average daily cost (incl GST) \$4.63

Compare Usage



Average daily usage (kWh): 14.11
You use the same as a 1 person household.

Greenhouse Gas Emissions



10

Total greenhouse gas emissions for account 4901005154: 0.42 (tonnes).
Visit www.climatechange.gov.au to further understand your greenhouse gas emissions.

Life Support
To register life support on your account, or for more information, contact our customer service team.
Interpreter Service 13 14 50
翻譯服務
خدمة الترجمة الفوري
Dịch vụ phiên dịch
Servizio di interpretariato
Service d'interprète
Υπηρεσία διαμεγμείας

11

Payment Assistance
If you're having difficulties paying your bill, please contact us on 1300 00 00 00, we're available Monday - Friday 8:30am - 5:00pm (AEST).
National Relay Service
If you have a hearing or speech impairment, contact us through the National Relay Service. Visit www.relayservice.gov.au

Tier 2 information: must not appear on page 1

6

Must include whether the bill is based on metering data or on a consumption estimation. The exact wording from the AER is to be used. "Understand your bill" is a required title.

7

A plan summary to help customers understand and compare key features of their plan. It must include plan name (if applicable), renewable sources and carbon offsets (if applicable) and benefit and benefit change date (if applicable).

8

The word "estimate" and "actual" must be shown (cannot be A and E) and if interval metering and index read is available, this must be shown.

9

A summary of tariffs, charges, and charging windows ie *6 am - 10 pm for peak usage*, must be provided, using consistence terminology. A breakdown of how the amount was calculated including items such as charges/credits/discounts.

10

Descriptive headings and titles for charts with additional information

11

Contact details for customers to access financial assistance, interpreter services and services for customers with hearing or speech impairments.

Note: Understand your bill is a required heading.

New obligations:

Plan summary

Summary of tariffs

Breakdown of calculations

Based on metering data or an estimation of consumption, and must not use an abbreviation ie 'A' or 'E'. If an estimation, must include information on how to read the meter.

UNDERSTAND YOUR BILL

GAS:

Your charges are based on an estimation of your usage

Submit a meter reading ensures you pay for the energy you use. Go to zappy.com/reads for more info on how to submit a meter reading.

Service address: **Minnippi Quarter, UNIT 3/742 Evergreen Terrace, Carina QLD 4152**
Site Identifier: **0000003670XX5F21**
Supply period: **01/06/2022 - 30/06/2022 (30 days)**
Next scheduled meter read: **10/12/2022**
Embedded network manager: **Plus ES**

Meter Reads

Meter Number	Multiplier	Previous Reading	Current Reading	Total Usage
610000047#04/1	1.0	0.00 (Actual)	1,673.92 (Estimate)	1,673.92

Usage Charges

Description	Charge Period	Quantity	Unit	Rate	Total
Daily Supply Charge	01/06/2022-30/06/2022	30	days	x \$1.1109	= \$33.33
Gas Usage Standard Gas Meter	01/06/2022-30/06/2022	1,673.92	MJ	x \$0.0334	= \$55.98
Total amount due (including GST of \$8.12)					\$89.31

Summary of your plan:

Zappy Standard Offering The Zappy Standard offering includes a 10% direct debit discount. Your plan includes 0% GreenPower.

Example of an estimated bill

The bill must:

1. state that the relevant amount is 'based on an estimation';
2. cannot be abbreviated ie the letter 'E';
3. include a statement on how to access the guidance and requirements for a customer read estimate required ie link to your website with information.

3. Additional information

You may include any other information that is not required by the Guideline.

Request to include additional content

An energy retailer can seek approval from the AER to include additional content among Tier 1 information by submitting a written application containing the information set out in section 34 of the Guideline to aercompliance@aer.gov.au.

Where information is required to be included in a bill by operation of a State, Territory, or Commonwealth law (other than the Guideline), and that law specifies a location for that information, an energy retailer must include that information in the location specified by the relevant law.

Invoice Messages

Page	Filter Criteria	Title	Message
One		Compare plans	To understand, compare and control your energy service and efficiency, visit www.energymadeeasy.gov.au
Two			Interpreter Service 13 14 50 翻譯服務 خدمة المترجم الفوري Dịch vụ phiên dịch Servizio di interpretariato Service d'interprète Υπηρεσία διερμηνείας
Two		Life Support	To register life support on your account, or for more information, please contact our customer service team.
Two		Payment Assistance	If you're having difficulties paying your bill, please contact us on 1300 00 00 00, we're available Monday - Friday 8:30am - 5:00pm (AEST).
Two	NSW only	NSW Social Programs	There are Social Programs for Energy available for NSW residential customers. Please visit www.energy.nsw.gov.au for more information.
Two		SA Customer Concession Scheme	The South Australian Government Customer Concession Scheme for Energy is administered by the South Australian Department of Human Services. For details about concessions and how to apply please contact the ConcessionsSA Hotline on 1800 307 758 or go to www.sa.gov.au/concessions
Two	Estimated bills only	Estimated Reading	If you received an estimated bill, you may request an adjusted bill in accordance. Please call our customer service team with a meter self read and we will issue an adjusted bill and inform you of any changes to your payment obligations.
Two		National Relay Service	If you have a hearing or speech impairment, contact us through the National Relay Service. Visit www.relayservice.gov.au

Could you save money on another plan?

Based on your past usage, our Zappy Saver plan may cost you up to \$100 less per year than your current plan. To switch plans, call us on 1300 00 00 00. The Australian Energy Regulator requires us to include this information.

Compare plans

To understand, compare and control your energy service and efficiency, visit www.energymadeeasy.gov.au

Could you save money on another plan?

Based on your past usage, you are on our best plan we can offer you. The Australian Energy Regulator requires us to include this information.

Compare plans

To understand, compare and control your energy service and efficiency, visit www.energymadeeasy.gov.au

Example of deemed better offer messages

A negative deemed better offer message:

- a) must contain a title using the exact words:
 - a) 'Could you save money on another plan?';
 - b) 'Based on your past usage, our' followed by the name of the deemed better offer plan, followed by the exact words 'may cost you up to', followed by the dollar amount of the deemed better offer check result, followed by the exact words 'less per year than your current plan.';
 - c) 'The Australian Energy Regulator requires us to include this information.';
- b) where the deemed better offer is subject to conditions, may provide that conditions apply and set out the nature of those conditions; and
- c) must contain clear and simple instructions on how to switch to the deemed better offer.

A positive deemed better offer message:

- a) must contain a title using the exact words
 - a) 'Could you save money on another plan?';
 - b) 'Based on your past usage, you are on the best plan we can offer you.';
 - c) must contain the exact words 'The Australian Energy Regulator requires us to include this information.'; and
- b) must contain clear and simple instructions on how to compare other plans on Energy Made Easy.


Note:

1. Required for all States, but only required to compare to VDO in Victoria.
2. If more than 1 plan, all plans must be displayed.

Example of supply / postal address

The bill must have the customer name and address of the premises to which the energy is being supplied, as well as the customer's mailing address, if different.

1. If the supply address and postal address are the same, we don't show the site address in the Account details box
2. If the supply address and postal address are different, the supply address will display
3. If the supply address is more than 1, and postal address are different, it will display "refer next page"




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ABN 99 999 999 999

Bart Simpson
27 Stone Mason Drive
BAULKHAM HILLS
NSW 2153

TAX INVOICE

Account details
Account number: 770927825
Invoice number: 202206/683816
Issue date: 08 Jun 2022
Site Identifier: 72639247619

Need help?
Phone: 1300 00 00 00 Monday - Friday
8:30am - 5:00pm (AEST)
Email: support@zappy.com
Web: zappy.com
Faults and emergencies: 13 10 03
(Endeavour Energy) 24 hours, 7 days



powered by UTILMATE
ABN 99 999 999 999

Martin Prince
742 Evergreen Terrace
EDMONDSON PARK
NSW 2174

TAX INVOICE

Account details
Account number: 4901005359
Invoice number: 202207/187068
Issue date: 12 Jul 2022
Supply address: Edmondson Square Town
Houses, 74 Evergreen Terrace,
Edmondson Park NSW 2174
Site Identifier: 000003072XX3711

Need help?
Phone: 1300 00 00 00 Monday - Friday
8:30am - 5:00pm (AEST)
Email: support@zappy.com
Web: zappy.com



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ABN 99 999 999 999

Clancy Wiggum
742 Evergreen Terrace
CARINA
QLD 4152

TAX INVOICE

Account details
Account number: 4901005089
Invoice number: 202207/186401
Issue date: 12 Jul 2022
Supply address: Refer next page
Site Identifier: Refer next page

Need help?
Phone: 1300 00 00 00 Monday - Friday
8:30am - 5:00pm (AEST)
Email: support@zappy.com
Web: zappy.com
Faults and emergencies: 13 62 62
(Energex) 24 hours, 7 days
Ombudsman: 1300 300 993

Bill summary

UNDERSTAND YOUR BILL

ELECTRICITY: Your charges are based on an estimated meter reading

Submitting meter readings will ensure you only pay for the energy you use, improves your bill's accuracy and can help save you money. Go to zappy.com for more info on how to submit a meter reading.

Service address: Minnippi Quarter, UNIT 3/742 Evergreen Terrace, Carina QLD 4152
Site Identifier: 000003573XXA311
Supply period: 01/06/2022 - 30/06/2022 (30 days)
Next scheduled meter read: 10/11/2022
Embedded network manager: Plus ES


Summary of your plan:
Zappy Standard Offering
The Zappy Standard offering includes a 10% direct debit discount. Your plan includes 0% GreenPower.

UNDERSTAND YOUR BILL

GAS: Your charges are based on an actual meter reading

Service address: Minnippi Quarter, 95 Rose Tinted Street, Carina QLD 4152
Site Identifier: 000003670XX5F21
Supply period: 01/06/2022 - 30/06/2022 (30 days)
Next scheduled meter read: 10/11/2022
Embedded network manager: Plus ES

Summary of your plan:
Zappy Standard Offering
The Zappy Standard offering includes a 10% direct debit discount. Your plan includes 0% GreenPower.



TAX INVOICE

Account details
 Account number: 770927825
 Invoice number: 202206/683816
 Issue date: 08 Jun 2022
 Site Identifier: 72639247619

Need help?
 Phone: 1300 00 00 00 Monday - Friday
 8:30am - 5:00pm (AEST)
 Email: support@zappy.com
 Web: zappy.com
 Faults and emergencies: 13 10 03
 (Endeavour Energy) 24 hours, 7 days

Bart Simpson
 27 Stone Mason Drive
 BAULKHAM HILLS
 NSW 2153



TAX INVOICE

Account details
 Account number: 4901005089
 Invoice number: 202207/186401
 Issue date: 12 Jul 2022
 Supply address: Refer next page
 Site Identifier: Refer next page

Need help?
 Phone: 1300 00 00 00 Monday - Friday
 8:30am - 5:00pm (AEST)
 Email: support@zappy.com
 Web: zappy.com
 Faults and emergencies: 13 62 62
 (Energex) 24 hours, 7 days
 Ombudsman: 1300 300 993

Clancy Wiggum
 742 Evergreen Terrace
 CARINA
 QLD 4152

Bill summary

Example of site identifier

Same rules apply if called National Metering Identifier

The bill must have the site identifier followed by the number.

1. If there is 1 site identifier, it will be displayed.
2. If there is more than 1 site identifier, it will display “refer next page”



UNDERSTAND YOUR BILL

ELECTRICITY: Your charges are based on an estimated meter reading

Submitting meter readings will ensure you only pay for the energy you use, improves your bill's accuracy and can help save you money. Go to zappy.com for more info on how to submit a meter reading.

Summary of your plan:
 Zappy Standard Offering
 The Zappy Standard offering includes a 10% direct debit discount. Your plan includes 0% GreenPower.

Service address: Minnippi Quarter, UNIT 3/742 Evergreen Terrace, Carina QLD 4152
 Site Identifier: 000003573XXA311
 Supply period: 01/06/2022 - 30/06/2022 (30 days)
 Next scheduled meter read: 10/11/2022
 Embedded network manager: Plus ES

UNDERSTAND YOUR BILL

GAS: Your charges are based on an actual meter reading

Summary of your plan:
 Zappy Standard Offering
 The Zappy Standard offering includes a 10% direct debit discount. Your plan includes 0% GreenPower.

Service address: Minnippi Quarter, 95 Rose Tinted Street, Carina QLD 4152
 Site Identifier: 000003670XXSF21
 Supply period: 01/06/2022 - 30/06/2022 (30 days)
 Next scheduled meter read: 10/11/2022
 Embedded network manager: Plus ES

Payment method

- a) Use icons/symbols to display various payment methods
- b) Include payment methods even when the amount is not payable ie direct debit or credit.
- c) Your current payment methods will not change.

Please do not pay this invoice Account number: 4901000014 Total due: \$60.26 Due by: 29 Jul 2022
Your payment of \$60.26 will be direct debited from your bank account.

iBPAY Biller Code: 99999
Ref: 49010000146

Telephone & Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au.

Mail
Post this payment slip and your cheque made payable to PO Box 123, Melbourne VIC 3000, .

In Person
Present and pay this bill at a NAB branch near you.
BSB: 123 456
Reference: 4901000014

Credit Card
Go to MyAccount to make a payment via your Visa, Mastercard or American Express. 1% surcharge will apply. Your account number is 4901000014.

Direct Debit
Save time by having your account paid automatically. Apply online at zappy.com or call us on 1300 00 00 00.

EFT
Our bank details are as the following
Branch: 123 456
Account number: 123456789
Reference: 4901000014

Next Steps

Step 1

When you are ready, raise a support ticket and confirm you'll be moving to the Better Bills invoice template. Your Better Bills examples will be sent to you for review. This will include your brand, payment options, and using a dummy data set.

You'll receive 2 or 3 examples:

1. Customer on best offer
2. Customer not best offer
3. Customer with more than 1 product (which includes estimated and actual readings)

Step 2

Utilmate will alert you to any important conditions/exceptions in your current invoice template to consider.

Step 3

You will review your Better Bills invoice. If you require changes to this compliant template, please discuss this with us for a costing estimate.

Step 4

You'll need notify the AER by email specifying the day upon which you will begin preparing and issuing bills if prior to 30 September, otherwise the new invoice needs to be used from 30 September. You'll also need to request AER approval if you are including information that is not required by the guideline.

Step 5

You will need to confirm to Utilmate the date to liven your Better Bills invoice.

It will be a busy period for Utilmate and our customers to move across to the new template. Please allow sufficient time to get this done. Ideally we'd like confirmation you will be moving to Better Bills by 30 April 2023. If we do not hear from you, we'll assume you are not changing your invoice.



Pritish Naik Salgaonkar

General Manager: Energy Regulation & Compliance

Compliance Quarter

04 31297702

prish@compliancequarter.com.au

www.compliancequarter.com.au



Australian Government



AUSTRALIAN
ENERGY
REGULATOR

AER Better Bills Guideline version 2

<https://www.aer.gov.au/retail-markets/guidelines-reviews/better-bills-guideline-version-2>

AER Better Bills Guideline version 1

<https://www.aer.gov.au/retail-markets/guidelines-reviews/better-bills-guideline-version-1>