

# Your AGL energy bill explained

The screenshot shows an AGL electricity bill for Sam Sample. It includes the AGL logo, a meter ID (000001), and the customer's address (123 Sample Street, Sampletown NSW 2333). The bill is for the period 5 Apr 2023. The amount due is \$63.70, with a due date of 23 Apr 2023. The bill also features sections for 'Your details', 'Need help?', 'Comparing plans', and 'How to pay'. The 'How to pay' section lists options like Direct Debit, Visa or Mastercard, and PayPal. The 'Mail' section provides instructions for sending cheques to AGL Sales Pty Limited at GPO Box 2220, Sydney 2001. A reference number is also provided: XXXX XXXX XXXX XXXX XXXX.

**1** Electricity

**2** Your details

Issue date  
5 Apr 2023  
Name  
Sam Sample  
Account number  
123 4567 891X  
National Metering Identifier (NMI)  
410200000XX  
Tax Invoice

**3** Need help?

Support, enquiries or complaints  
[agl.com.au/help](http://agl.com.au/help) or 131 245  
Faults or emergencies  
Ausgrid on 131 388 24 hours a day  
Energy and Water Ombudsman  
1800 246 545

**4** Amount due

**\$63.70**

Due date  
**23 Apr 2023**

**5** Comparing plans

**Could you save money on another plan?**  
Based on your past usage, you are on the best plan we can offer you.  
To compare other available plans, visit the Energy Made Easy website at [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)  
The Australian Energy Regulator requires us to include this information.  
Please refer to the end of your bill to find out more about how we've calculated this.

**6** Hi Sam,  
**Here's your monthly electricity bill for supply address:**  
12304/123 'The sampletown' Sampletown  
Sample St, SampletownSample Town

**7** How to pay

**8** Reference number XXXX XXXX XXXX XXXX XXXX

**Direct Debit**  
Sign up to Direct Debit at [agl.com.au/payments](http://agl.com.au/payments) or call 131 245.

**Billpay**  
Biller Code: XXXX  
Ref: XXXX XXXX XXXX XXXX XXXX  
Make this payment from your preferred account.

**Mail**  
Send your cheque along with the reverse of this section to:  
AGL Sales Pty Limited  
GPO Box 2220, Sydney 2001

**Post Billpay\***  
Make a Post Billpay® payment.  
Online: [postbillpay.com.au](http://postbillpay.com.au)  
Phone: 131 816. In person at any Post Office. Billpay Code: 3201

**Centrepay**  
For eligible individuals: go to [servicesaustralia.gov.au/centrepay](http://servicesaustralia.gov.au/centrepay) for more information.  
AGL Centrepay CRN: 000-000-000-0

**Visa or Mastercard**  
Online: [agl.com.au/payments](http://agl.com.au/payments)  
Phone: 1300 657 386

**PayPal**  
To pay via PayPal visit [agl.com.au/payments](http://agl.com.au/payments)

AGL Sales Pty Ltd ABN 88 090 538 337

## 1. Your fuel type

This shows what fuel type your bill is for.

## 2. Your account details

Your account number shown here is specific to your account, and you should quote it when you contact us with any queries.

## 3. We're here to help

If you need to make any changes to your personal details, it's easy to do so at any time on **My Account** or the **AGL app**.

For queries about your account, or for tailored assistance and advice, visit [agl.com.au/help](http://agl.com.au/help) or call us.

If you experience a power outage or an unexpected loss of energy supply to your property, we've made it easy for you to find the contact number for your distribution company.

## 4. Clearly see what to pay and when

This shows the amount you need to pay and the payment date or when your direct debit is due.

If you are on Bill Smoothing, you'll see your instalment amount and frequency.

## 5. Could you save money on another plan?

We'll regularly check our generally available plans against your past energy use to see if you're on one of our low-cost plans.

We'll let you know if another AGL plan could save you more and how much you may save by switching. If you're already on one of our low-cost plans, we'll let you know that too.

## 6. Key information about your bill

Here you'll find out whether this is an electricity or gas bill, how often we send your bill and the supply address.

## 7. Choose how to pay your bill

We've also made it easy for you to pay your bill online at [agl.com.au/payments](http://agl.com.au/payments) or on the **AGL app**.

We offer several ways to pay your bill including Direct Debit, which takes the hassle out of paying your bills and helps ensure you always pay your bills on time.

If you're paying by cheque, remember to cut off this lower section of the bill as marked and include it with the cheque when posting.

If you're paying in person at a post office, simply present your bill so the barcode can be scanned to record your payment.

## 8. Find your reference number

In the centre of the payment slip you'll find your reference number. You'll need to quote this, when requested, for some payment methods.

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**Summary of your plan****AGL Value Saver<sup>1</sup>**Your energy plan period ends on 1 Jan 2024<sup>2</sup><sup>1</sup>This information relates to your current plan as at the date your bill was issued on 5 April 2023.<sup>2</sup>We may contact you before the end of your energy plan period to notify you of your new energy plan, which may include new rates, benefits or terms. If we don't contact you, your current energy plan will continue to apply for a further energy plan period.**Average daily usage**

This bill

 **9.03 kWh**

This time last year

 **15.03 kWh**

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**Understand your bill**

Electricity charges are based on an actual meter reading.

**Bill period: 5 March 2023 to 4 April 2023 (31 Days)**

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Previous balance and payments	Amount
Previous balance	\$60.50
Payment	\$60.50 cr
<b>Balance brought forward</b>	<b>\$0.00</b>

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**New charges and credits**

Usage and supply charges	Time of use	Units	Price	Amount
Peak usage	6am-10pm (Mon-Fri)	200 kWh	\$0.2500	\$50.00
Off peak usage	All other times	80 kWh	\$0.1500	\$12.00
Supply charge	Daily	31 Days	\$0.9677	\$30.00
<b>Total charges</b>			<b>+</b>	<b>\$92.00</b>

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**Credits**

Government concessions \$25.00 cr

Solar export	Time of use	Units	Price	Amount
Standard Feed-in Tariff*	At all times	200 kWh	\$0.05	\$10.00 cr
<b>Total credits</b>			<b>-</b>	<b>\$35.00 cr</b>

**Total new charges and credits (excluding GST)** = **\$57.00**

Total GST + \$6.70

**Total new charges and credits (including GST)** = **\$63.70****Amount Due** = **\$63.70**

\*Item is not subject to GST. All other items are subject to GST.

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**Assistance and support services**


**Payment assistance:** There are a number of options available to eligible customers, including the NSW Government's Social Program for Energy concessions and rebates, Energy Account Payment Assistance (EAPA), AGL payment plans and the Centrepay scheme. To find out more, visit [agl.com.au/concessions](https://www.agl.com.au/concessions) or call **131 245**.

**Hearing/speech impaired.** Call us on **133 677** and quote 1300 664 358.

**Need help to read your bill?** Visit [agl.com.au/languageguides](https://www.agl.com.au/languageguides) for help in your language.

**Need an interpreter?** Talk to someone in your language. Call us on **1300 307 245**.

هل تحتاج إلى مترجم لفهمي؟ اطلب على الرقم الوارد اعلاه  
 需要一位翻译？拨打上面的电话  
 Hai bisogno di un interprete? Chiama il numero sopra  
 통역 서비스가 필요하신가요? 상담의 번호로 전화해 주세요.  
 Cần thông dịch viên? Hãy gọi số trên



Amount due  
**\$63.70**

Due Date  
**23 Apr 2023**

Reference number  
XXXX XXXX XXXX XXXX XXXX

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**9. Summary of your plan**

Here you'll find a summary of your plan and its benefits.

**10. Your average daily usage**

This graph compares how much energy you used per day during this period, compared to the same time last year.

To track your usage, visit **My Account** or download the **AGL app**.**How we've worked out your bill**

We've broken down your charges into a simple structure, so you can better understand how we've worked out your bill.

**11. How we've calculated your usage**

Here you'll find whether an actual read or an estimation of your usage has been used. Sometimes we might need to estimate your energy usage, rather than bill you on actual usage data. We'll give you more information on how to submit your own meter read, if this applies to you.

To find out more about estimated bills, visit [agl.com/estimatedbills](https://www.agl.com/estimatedbills)**12. View your bill period**

This information is about important dates covered by this bill.

**13. Your previous balance and payments**Under the **previous balance and payments** section, we've listed any payments you've made and balance brought forward to show how we've calculated the total charges for this bill.**14. How we've calculated your charges and credits**The **new charges and credits** section is divided into units and prices for this billing period.**Time of use** shows the time of day that the unit prices apply.

We list your new charges for your electricity or gas supply and usage, plus any credits, discounts, concessions, solar export and adjustments we've applied to this bill.

The final total charges amount shown here includes the applicable GST.

**15. Get help and support**

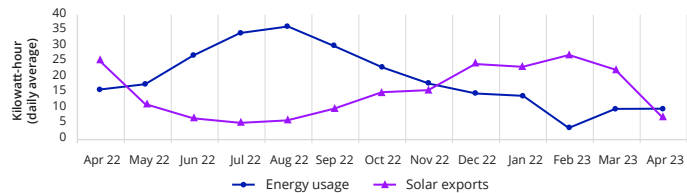
Here you'll find information about payment assistance and interpreters for getting help in your language.

**16. Find your payment amount here**

This shows the amount due to pay, the due date and your reference number.

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### Understand your usage and export



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### Meter details

Meter number	Read date	Read type	Rate description	Start read	End read	Usage kWh
654321	4 Apr 23	Actual	Peak	3,063	3,263	200
654321	4 Apr 23	Actual	Off peak	2,020	2,100	80
654321	4 Apr 23	Actual	Solar	400	600	200

Your next meter read is due between **1 May 23** and **7 May 23**. Please ensure easy access to your meter on these days.

#### Welcome to your new-look bill

You may have noticed your bill looks new and improved. For help understanding your bill, visit [agl.com.au/newlookbill](http://agl.com.au/newlookbill)



#### Do you have Life Support equipment at home?

It's important that your details are up to date so we can help you prepare for any planned energy interruptions. Visit [agl.com.au/lifesupport](http://agl.com.au/lifesupport) or call us on 131 245.

#### Go paperless today with eBill

Get eBills sent directly to your inbox. Simply scan the QR code or visit [agl.com.au/ebill](http://agl.com.au/ebill)



#### Moving home?

Get the lights on the day you move in. That's our Power on Guarantee\*. Book your move today at [agl.com.au/move](http://agl.com.au/move)

\*One business day's notice and clear, safe meter access and ensuring site safety requirements are met are required for the Power on Guarantee to apply. If these conditions are met and power's not on after the agreed day, we'll cover your related expenses up to \$500 per day until it's on.

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### Further information

#### We're here for you

Questions, feedback or just need a bit of help? Message us anytime in the AGL app or visit [agl.com.au/help](http://agl.com.au/help)

#### Understanding fees and charges

We want you to understand the ins and outs of your bill. To find out more about common fees and charges that appear on your bill visit [agl.com.au/feesandcharges](http://agl.com.au/feesandcharges)

#### Are you moving?

Visit [agl.com.au/move](http://agl.com.au/move) to arrange an electricity connection at your new address.

#### Want to be more energy efficient?

For information about incentives to install, improve or replace energy savings equipment and appliances in NSW households and businesses, visit [ess.nsw.gov.au](http://ess.nsw.gov.au)

## 17. How much energy are you using?

This chart explains how much gas or electricity you have used over the past 12 months (unless you've joined recently).

The blue line in the chart shows your monthly energy usage, while the purple line shows your energy export to the grid. This line will only appear if you have solar.

## 18. Find your meter read details here

In this section, you'll find your meter read details. These are used to calculate your energy bill for the billing period.

If you have a smart meter, your bills will be calculated using half-hourly intervals of data provided to us. To see your detailed usage, visit [My Account](#) or download the [AGL app](#).

Under this table, you may also find important messages about your meter, including your next scheduled meter read date, or any issues encountered when gaining access to your property.

## 19. More information for you

You'll find plenty of useful information in this section, including how to contact us and where to find more information about how to manage your communications preferences and how to be more energy efficient.

For more information about how to read your bill, visit [agl.com.au/billexplainer](http://agl.com.au/billexplainer)