

Your AGL energy bill explained

The screenshot shows an AGL electricity bill with the following sections and callouts:

- 1. Electricity:** The top header of the bill.
- 2. Your details:** A section containing customer information such as issue date, name, account number, and metering identifier.
- 3. Need help?:** A section providing support links and emergency contact numbers.
- 4. Amount due:** A section showing the total amount due (\$63.70) and the due date (23 Apr 2023).
- 5. Comparing plans:** A section with a message about low-cost plans and a link to compare other options.
- 6. How to pay:** A section listing various payment methods including Direct Debit, Visa/Mastercard, and PayPal.
- 7. Reference number:** A section displaying the bill's reference number.
- 8. Mail:** A section providing instructions for paying by cheque.

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 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 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.

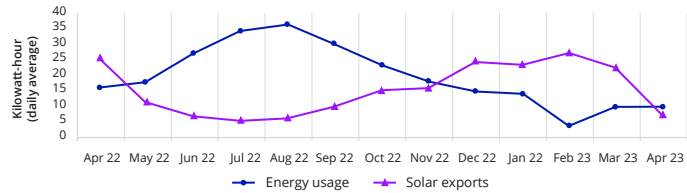
If you're paying in person at a post office, simply present your bill so the barcode can be scanned to record your payment.

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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Understand your usage and export



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Meter details

Meter number	Read type	Rate description	Start reference ¹	End reference ¹	Usage kWh
654321	Actual	Peak	3,063	3,263	200
654321	Actual	Off peak	2,020	2,100	80
654321	Actual	Solar	400	600	200

¹These reference reads are a guide only and may not reflect the total energy usage for this billing period.

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



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 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



Moving home?

Get the lights on the day you move in. That's our Power on Guarantee¹. Book your move today at agl.com.au/move

¹One 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

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

Are you moving?

Visit 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 VIC households and businesses, visit victorianenergysaver.vic.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, the reading will be a guide only and may not reflect the total amount of energy you have used in this billing period. 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