

Your AGL energy bill explained

1 Gas

2 Your details

Issue date
5 Apr 2023
Name
Sam Sample
Account number
123 4567 891X
Meter Identification Reference Number (MIRN)
560000000XX
Tax Invoice

3 Need help?

Support, enquiries or complaints
agl.com.au/help or 131 245
Faults or emergencies
ATCO Gas Australia on 131 352
24 hours a day
Energy and Water Ombudsman
1800 754 004

4 Amount due

\$63.70

Due date
23 Apr 2023

5 Help and support

We're here to help
Questions, feedback or just need a bit of help?
Message us in the AGL app or visit agl.com.au/help

6 Hi Sam,
Here's your monthly gas 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 or call 131 245.

Bill 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
Phone: 131 816. In person at any Post Office. Billpay Code: 3201

Visa or Mastercard
Online: agl.com.au/payments
Phone: 1300 657 386

Centrepay
For eligible individuals: go to servicesaustralia.gov.au/centrepay for more information.
AGL Centrepay CRN: 000-000-000-0

PayPal
To pay via PayPal visit 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 or call us.

If you experience a suspected gas leak 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. Your distributor is responsible for the reliability of gas supply in your area, so you should contact them first.

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. Help and support

Here we'll provide some help and support information for you.

6. Key information about your bill

Here you'll find out how often we send your bill and the supply address.

7. Choose how to pay your bill

We offer several convenient 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.

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

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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Meter details

Meter number	Read date	Read type	Start read	End read	Heating value	Pressure factor	Usage unit
654321	5 Apr 23	Actual	3,203	3,263	37,863	1.0086	576

Your next meter read is due between **1 May 23** and **7 May 23**. Please ensure easy access to your meter on these days. To see how your energy usage is calculated, visit agl.com.au/understandbills

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

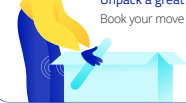


Get eBills sent directly to your inbox. Simply scan the QR code or visit agl.com.au/ebill



Moving home?

Unpack a great gas plan. Book your move today at agl.com.au/move



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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 a gas 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 WA households and businesses, visit wa.gov.au

17. 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.

To track your 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.

18. 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