

AGL能源账单说明

The screenshot shows a gas bill for Sam Sample. It includes the AGL logo, a barcode, and the customer's address: 123 Sample Street, Sampletown WA 6000. The bill is dated 5 Apr 2023. The amount due is \$63.70, with a due date of 23 Apr 2023. The bill also provides contact information for help and support, and details on how to pay the bill.

1 Gas

2 Your details

Issue date
5 Apr 2023
Name
Sam Sample
Account number
123 4567 891X
Meter Identification Reference Number (MIRN)
56000000XX
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

AGL Sales Pty Ltd ABN 88 090 538 337

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

1. 能源类别

显示账单对应的能源类别。

2. 您的账户资料

这里显示您的账户的专用账号，当您联系我们提出任何问询时，请报这个账号。

3. 我们会为您提供帮助

您可以随时在**My Account**或**AGL app**中更改您的个人资料，非常方便。

有关账户查询，或需要量身定制的协助和建议，请访问agl.com.au/help或给我们打电话。

如果您怀疑家中有天然气泄漏，或您的物业意外失去能源供应，我们能帮助您方便地找到您的能源配送公司的联系电话号码。您的能源配送公司负责确保您所在地区的天然气供应，所以您应该先联系他们。

4. 清楚显示付款金额和期限

这里显示您需要支付的金额和付款期限，或直接扣款的日期。

如果您正在参加账单纾困（Bill Smoothing）计划，就会在这里看见您的分期付款金额和频率。

5. 帮助和支持

我们在这里为您提供一些帮助和支持信息。

6. 重要账单信息

这里显示我们给您发账单的频率，以及能源供应地址。

7. 选择账单支付方式

我们提供多种便利的账单支付方式，包括能省去所有麻烦、确保您一直按时支付账单的直接扣款方式。

您可以通过agl.com.au/payments或**AGL app**方便地在线支付账单。

如果您用支票付款，请记得把账单下方标出的这个部分剪下，与支票一起寄出。

如果您到邮局付款，只需出示您的账单，让工作人员扫描条形码记录您的付款。

8. 查看您的参考号

在付款回执的中央，您会找到您的参考号。对有些付款方式，您需要按照要求提供该参考号。

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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. 在这里查看详细的抄表信息

这个部分显示详细的抄表信息。这些信息用于计算账单周期的收费。

如要跟踪您的用量，请访问 [My Account](https://agl.com.au/myaccount) 或下载 [AGL app](https://agl.com.au/aglapp)。

在这个表格的下方，您可能看到关于您的表计的重要信息，包括下一次计划抄表日期，或抄表员在进入您的物业时遇到的问题。

18. 其它信息

这个部分有大量有用的信息，包括如何联系我们、哪里可以找到如何管理首选通信方式的更多信息，以及如何节能。

有关如何阅读账单的更多信息，请访问 agl.com.au/billexplainer