

# AGL能源账单说明

The image shows a sample AGL electricity bill with eight numbered callouts (1-8) pointing to specific sections. The bill includes the AGL logo, customer details, a meter reading, a greeting, a comparison of plans section, the amount due (\$63.70) with a due date of 23 Apr 2023, and various payment options like Direct Debit, Visa/Mastercard, PayPal, Mail, Post Billpay, and Centrepay. A reference number and a barcode are also visible.

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## 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](http://agl.com.au/help) 或给我们打电话。

如果您的物业断电或意外失去能源供应，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。

## 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. 您能否采用其它套餐节省开支？

我们会经常将我们的常用套餐与您过去的能源用量进行对比，看您是否正在使用开支较低的套餐。

如果AGL有其它套餐能为您节省更多开支，我们会告诉您，并告知转换套餐可以为您省多少钱。如果您已经在使用我们开支较低的套餐，我们也会告诉您。

## 6. 重要账单信息

这里显示这是电费账单还是天然气账单，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

您可以通过 [agl.com.au/payments](http://agl.com.au/payments) 或 **AGL app** 方便地在线支付账单。

我们提供多种账单支付方式，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。

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。

## 9. 套餐概述

这里概述您的套餐及其好处。

## 10. 您的日平均用量

该图显示您在本周期内的日平均能源用量，及其与去年同期的对比。

如要跟踪您的用量，请访问 [My Account](#) 或下载 [AGL app](#)。

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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)**

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

### 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>

### Credits

Government concessions	\$25.00 cr
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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](#) 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](#) for help in your language.

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

هل تحتاج إلى مترجم لتفهم؟ اتصل على الرقم الوارد أعلاه.  
需要一位翻译？拨打上面的电话。  
Hai bisogno di un interprete? Chiama il numero sopra.  
중역 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  
XXXXXXXXXXXXXXXXXXXX

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## 账单计算方法

我们将您的收费分解成一个简单的结构，以便您更清楚地了解我们是如何计算您的账单的。

### 11. 用量计算方法

这里显示账单使用的是实际表计读数还是估算用量。有时候，我们可能需要估计您的能源用量，而不是根据实际用量数据给您开账单。在合适的情况下，我们会为您提供如何自己抄表并提交读数的详细信息。

有关估算账单的更多信息，请访问

[agl.com/estimatedbills](#)

### 12. 查看账单周期

这里显示该账单涵盖的重要日期信息。

### 13. 前期余额和付款

在 **前期余额和付款** 部分，我们列出了您支付的所有付款以及账户的结转余额，以说明该账单的收费总额是如何计算出来的。

### 14. 收费和抵免额计算方法

**新收费和抵免额** 部分逐一列出该账单周期适用的单元和单价。

**使用时间** 显示单价适用的时段。

我们会列出您的电力或天然气供应和使用的新收费，外加我们为账单提供的任何抵免额、折扣、优惠、太阳能输出和调整金额。

这里显示的最终收费总额包括适用的商品服务税 (GST)。

### 15. 获得帮助和支持

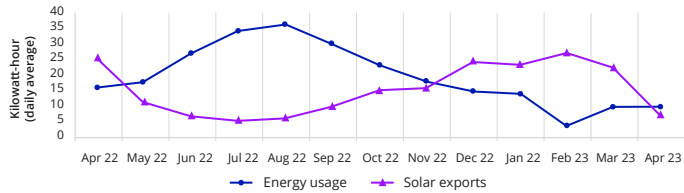
您可以在这里找到付款援助的信息，以及如何用您的母语通过口译员求助。

### 16. 在这里查看付款金额

这里显示应付金额、付款期限和您的参考号。

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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](https://agl.com.au/newlookbill)

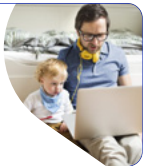


#### Do you have Life Support equipment at home?

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](https://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](https://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](https://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](https://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](https://agl.com.au/feesandcharges)

#### Are you moving?

Visit [agl.com.au/move](https://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](https://ess.nsw.gov.au)

## 17. 您的能源用量

这张图表说明您在过去12个月内的天然气或电力使用量（除非您最近才加入）。

蓝线显示您每月的能源用量，紫线则显示您向电网输出的电量。紫线只会出现在太阳能使用者的账单上。

## 18. 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。

如果您有智能表计，您的账单将使用表计每隔半小时向我们提供的数据计算。如要查看详细的用量，请访问[My Account](https://my.agl.com.au)或下载AGL app。

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。

## 19. 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](https://agl.com.au/billexplainer)