



Proudly Australian since 1837.

Important numbers. 1
Enquiries: agl.com.au or 131 245
Faults and emergencies: 131 280 (CitiPower)

Your account details. 2
Name: Mrs Samantha Sample
Account number: 0000 0000
Supply address: 1 Sample Street, SAMPLETOWN VIC 3000

Ms Samantha Sample
1 Sample Street
SAMPLETOWN VIC 3000

3 How much energy are you using?

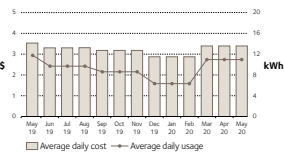
Bill period: 5 Mar 2020 to 30 May 2020 (87 days)

Compare with other homes in your area.



Average usage data supplied by Australian Energy Regulator based on homes with no gas and no pool during summer. Visit energymadeeasy.gov.au for more information.

Average daily cost and usage.



Snapshot.
Average daily cost: **\$3.39**
Average daily usage: **10.95kWh**
Same time last year: **11.75kWh**

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5 Your bill overview.

Balance brought forward **\$0.00**
+
New charges **\$295.17**
=
Total due \$295.17
Due date **26 Jun 2020**

The above figures include GST.

Thank you.

6 Understanding your bill

Learn more about how to read and understand your usage, meter readings and any applicable credits or discounts in the AGL Bill Explainer. agl.com.au/billexplainer



7 You're on one of our low-cost plans

Having reviewed your annual usage, you're on one of our low-cost plans.* To compare other available plans, visit the Victorian Energy Compare website at compare.energy.vic.gov.au If you're looking to access the Victorian Default Offer, call us on 131245. The above message is required by Victorian energy regulations.

Your AGL household electricity bill explained

1. Here's who to contact for help

For queries about your electricity account, or tailored assistance and advice, visit agl.com.au 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. Your Distributor is responsible for the poles, wires and reliability of energy supply in your area, and is best placed to provide assistance.

2. Your account details for handy reference

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

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

3. How do you compare to nearby homes?

This graph provides a comparison of your electricity usage with other homes in your area. It's based on the average usage of electricity for the season and whether there is gas or a pool at the home.

We work out this comparison based on average usage data supplied by the Australian Energy Regulator. For a more detailed comparison, visit our easy online monitoring tool, **My Account**.

4. Your average daily usage and costs

In this section, you can see how much electricity you're using.

The graph displays your average electricity usage and costs over the past 13 months. The Snapshot shows a summary of your average daily costs and usage for the specific billing period, and your average usage at the same time last year so you can see if it has changed.

Notice a difference in your average daily usage? There are several factors which could change your average daily usage, such as the installation of new electrical appliances or a shift in your usage habits.

You can also monitor your usage by using **My Account**. It lets you track your energy usage and costs by helping you identify when you use energy most and find ways to adjust how and when you use energy to maximise your savings.

5. Clearly see what to pay and when

Your bill overview shows the balance brought forward (any amount carried over from previous bills, which may include any unpaid balance or credits). This is added to your new charges for this billing period to arrive at the total amount due.

Please note that overdue amounts from previous bills may have a different due date, which will be shown in this section and on the back of your bill.

If you make your payments by Direct Debit or Bill Smoothing, you'll see your payment date, amount and frequency listed.

6. Helpful information

This is where you'll find useful information about our products and services.

7. Compare energy plans

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.

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Important information.

Payment assistance. There are a number of options available to eligible customers, including Victorian Government energy concessions and rebates, AGL payment plans and the Centrepay scheme. To find out more, visit agl.com.au/Concessions

Need an interpreter? Call **1300 307 245**.

需要传译员吗? 请电上述号码。

هل تحتاج لمترجم؟ اتصل على الرقم أعلاه.
Cần có thông dịch? Gọi số trên đây.

Hearing impaired (TTY). Call **133 677** and quote 1300 664 358.

If you don't wish to receive marketing information about AGL products and services, visit agl.com.au/DoNotContact

Compare energy plans Visit compare.energy.vic.gov.au to compare other plans available in your area.

Moving? Visit agl.com.au/Move to arrange an electricity connection at your new premises.

Energy efficiency. For information about energy efficiency, visit www.victorianenergysaver.vic.gov.au or call 136 186.

*This comparison is based on the rates and/or discounts applicable to your current plan and our generally available offers as at 31 May 2020. If we don't have 12 months of usage data, we've estimated your usage based on a similar sized household. This comparison does not factor in one-off benefits, fees and other charges such as green or ancillary charges.

Your electricity supply details.

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Supply address: 1 Sample Street SAMPLETOWN VIC 3000
Supply period: 5 Mar 2020 to 30 May 2020 (87 days)
NMI: 00000000000
Energy Plan: Savers

Meter no. 00000 **Read date** 30 May 20 **Read type** Actual **Rate description** Peak **Start read** 20,308 **End read** 21,261 **kWh** 953

Your next meter read is due between **25 Aug 20** and **31 Aug 20**. Please ensure easy access to your meter on these days.

How we've worked out your bill.

Previous balance and payments.	Total
Previous balance	\$72.28
1 Apr 20 payment	\$72.28cr
Balance brought forward	\$0.00

New charges and credits.

Usage and supply charges	Units	Price	Amount
Peak	953kWh	\$0.244	\$232.53
Supply charge	87 days	\$0.629	\$54.72
Other charges			
Payment processing fee			\$4.34
Total charges			+ \$291.59
Credits			
10% Guaranteed Discount			\$23.25cr
Total credits			- \$23.25cr
Total new charges and credits			= \$268.34
Total GST included in new charges and credits			+ \$26.83

Total due (includes GST) = **\$295.17**

All items subject to and inclusive of GST.

8. Important information

Here you'll find information about payment assistance, interpreters, moving your electricity to a new home and other important service messages in this section.

9. View your electricity supply details

You'll find your electricity supply details clearly listed in one place.

This includes information about your electricity supply for the supply period (the period covered by this bill), and the specific Energy Plan you're on. Plus, this is where you'll find the NMI (National Meter Identifier), a unique identifier linked to your supply address. You may be required to quote this number if you have work carried out on your supply.

10. Find your meter read details here

In this section, you'll find your meter read details, including whether an actual or estimated read has been taken.

These are used to calculate your electricity 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 electricity 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**.

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.

11. How we've worked out your bill

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

Under the **previous balance and payments** section, we list any payments you've made, and any discounts we've applied, to show the final balance brought forward to this bill.

The **new charges and credits** section is divided into units and prices for this billing period, according to your electricity rates. We list your new charges for your electricity supply and usage, plus any credits, discounts, concessions and adjustments we've applied to this bill.

The final total amount shown here includes the applicable GST.

12. Find your payment details here

Under the payment amount and due date, you'll see your reference number. You'll need to quote this, when requested, for most payment methods.

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 code here can be scanned to record your payment.

13. Easy payment options

We offer several convenient ways to pay your electricity bill including Direct Debit, which takes the hassle out of paying your bills and helps you 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/PayMyBill

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Total due **\$295.17**

Due date **26 Jun 2020**

Reference number 0000 0000 0000 0000 00

Post Billpay

*7023 5983299153276330

Direct Debit*
Sign up to Direct Debit at agl.com.au/Payments or call **131 245**.

Card*
Online: agl.com.au/Payments
Phone: **1300 657 386**
Bill: Code: **3204**

Mail
Send your cheque or money order along with this section of the bill to:
AGL Sales Pty Limited
Locked Bag 20024, Melbourne VIC 3001

BPAY*
Make a BPAY payment via internet or phone banking. Biller Code: **3204**

Post Billpay*
Make a Post Billpay® payment. Online: postbillpay.com.au Phone: **131 816**
In person at any Post Office.™ Billpay Code: **3201**

Centrepay
Eligible residential customers can visit humanservices.gov.au/centrepay
AGL Centrepay CRN: **000-000-000-0**

PayPal
To pay via PayPal visit agl.com.au/Payments

*A 0.45% fee (GST incl) may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.
-A fee of \$2.00 (incl. GST) may apply if you pay your bill over the counter.

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