

Your AGL electricity invoices have been redesigned for the better.

- > More user-friendly
- > Simple layout and design
- > New payment options and account details.

See inside for your comprehensive guide.

Cleaner, simpler invoices to help you manage your accounts.

At AGL, we aim to make it easier for you to manage your energy accounts. That's why we've redesigned your AGL invoices, making them simpler to read, understand and process.

On the next few pages you'll find a comprehensive guide to all the improvements we've made outlined on a 'sample' redesigned invoice.

You'll find the new invoices are more user-friendly, with a simpler layout and design. They provide a clear breakdown of your usage, allowing you to track your energy and monitor costs.

We've also updated some of the line item terms which appear on your invoices and provided a glossary of these new terms for you.

Enjoy even more payment options.

There are no changes to your plan, however this invoice redesign includes new payment options for your convenience. You will also receive:

- > a new eight digit customer account number
- > a new 18-digit customer payment reference number.

We will outline your new customer account number, provide more details on the payment options and detail other changes when you receive your first redesigned invoice.

Take a moment to review this guide to your redesigned invoices.

The 'sample' included in this guide is an example only. However, the next invoice you receive will be presented in this new design. Please read through the changes and keep this guide on file for reference.

An interactive guide to your new invoice is also available.
Visit agl.com.au/ElecBillExplained

Understanding your redesigned electricity invoice.



Sam Sample
Sample Company
P/O No. 1234567890
PO Box 123
SAMPLETOWN NSW 2222

Your account summary.

Account name	Sample Company
Customer ABN	1234567890
Supply address	PO Box 123
Your NMI	12345678
Supply period	1 Jul 2011 (30 days)
Previous balance	\$XX,XXX.XX
Payment received	
Balance brought forward	
Energy charges	\$X,XXX.XX
Network charges	\$X,XXX.XX
Green energy charges	\$X,XXX.XX
Emissions and renewable energy charges	\$X,XXX.XX
Other charges	\$X,XXX.XX
Total GST	\$XXX.XX
Total current charges	\$XXX,XXX,XXX.XX
Total amount due	\$X,XXX.XX

Your account summary offers a simple, itemised list of your current owed balance, charges incurred and any adjustments made.

'Pay by' shows the due date for payments.

GST is calculated on each charge and totalled here.

Cheque payments can include this tear-off slip. We have printed your account and invoice details on the back for your convenience.

Energy in action®



Reduce bills. Save energy.
Visit agl.com.au for energy saving tools for your business.

Your new eight digit account number is located here. This will need to be supplied when making an enquiry with AGL.

AGL Sales Enquiry Line 13 388 3337

Your account number	12341234
Issue date	1 Jul 2011
Total amount due	\$XX,XXX.XX
Pay by	22 Jul 2011

A summary of your invoice is located here for quick reference. It shows the total amount payable.

Getting in touch.

Customer service
Email
Visit
Contact details for our dedicated business energy consultants can be found here.

Fault and emergencies
Call 13 388 to report a fault. The distributor who looks after the poles and wires for your site, will take action.
Resolve faults with your service using the emergency numbers here.

Your account in detail

Account number 1234 1234
 Supply address 123 Sample St line 1, SAMPLETOWN NSW 2000 line 2
 Supply period 1 Jun 2011 to 30 Jun 2011 (30 days)

A complete breakdown of your electricity charges for the invoice period is here.

	Quantity	Rate	Rate (incl. Energy losses)	Charge
Energy charges				
Peak charges	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Off-peak charges	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Renewable Energy –SA Gov Public Lighting	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Network charges				
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty	XX days	\$XXX.XXXXXXX/day	\$XXX.XXXXXXX/day	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Green energy charges				
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Emissions and renewable energy charges				
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Other charges				
Lorem ipsum dolor sit amet consecteturfrty*	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Adjustments				
Lorem ipsum dolor sit amet consecteturfrty	XX,XXX,XXX.XXXX kWh	\$XXX.XXXXXXX/kWh	\$XXX.XXXXXXX/kWh	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Total GST				\$XX,XXX,XXX.XX
Total current charges (incl.GST)				\$XXX,XXX,XXX.XX

*GST exclusive
 This account is based on an estimated read.

Your meter and tariff information

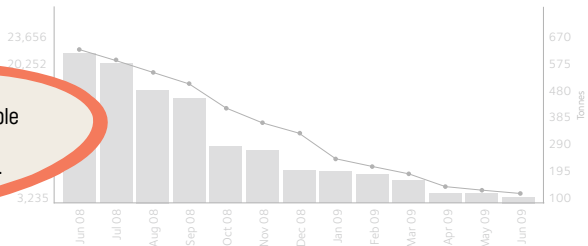
Meter type: Basic
 NMI: Q8090909090
 Multiplier 10 on 111111, Multiplier 40 on 222222
 Meter usage: 111111 = XXX,XXX,XXX kWh
 Total usage this period = XXX,XXX,XXX kWh
 12.1234 X MLF = 12.1234 = Total Loss Factor
 Maximum demand is XXXX kVA
 Agreed maximum demand is 124kVA
 Actual metered demand period is 319.8kVA, recorded on 20/05/09 at 2:30

Track your environmental impact by reviewing your carbon emissions here.

Your overall picture

Greenhouse gas emissions
 Total for this bill
1.19 Tonnes from 1,122.9261
 For more information on how to reduce your greenhouse gas emissions, visit www.climatechange.gov.au
 Average daily electricity usage (kWh)
 Greenhouse gas emissions (Tonnes)

A complete list of payment options available to pay your invoice are shown here. These are available from 19 September 2011.



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Your payment options.

If you choose to pay using a credit card payment option, a 1% (GST inclusive) payment processing fee may apply.

EFT
 Please request application for EFT set up with AGL via EFTEApplications@agl.com.au

POST® BILLPAY
 Billpay Code: XXXX
 Ref: 1234 1234 1234 1234 12
 Pay in person at any Post Office, phone 12 34 56 or go to postbillpay.com.au

DIRECT DEBIT
 Save time by having your account paid automatically on the pay by date. Go to agl.com.au or phone 1234 123 456 for an application form.

BPAY®
 Biller Code: XXXX
 Ref: 1234 1234 1234 1234 12
 BPAY® – Make this payment via internet or phone banking using your 18 digit reference number.
 BPAY View® – Receive, view and pay this bill using internet banking.
 BPAY View® Registration No – Please use your 8 digit account number located on the right.
CREDIT CARD
 Visit agl.com.au/payments or phone 1234 123 456 to pay your bill by Visa or Mastercard.
 Ref: 1234 1234 1234 1234 12
 Max \$100,000 per transaction
MAIL
 Send this portion with your cheque made payable to: **AGL Sales Pty Limited**
 Locked Bag 20024, Melbourne, VIC 3001

Your account number 1234 1234
 You will be issued a unique 18-digit customer payment reference. This can be used to settle invoices via our new payment options (this will be explained on your first redesigned invoice).

Total amount due \$XX,XXX.XX
 Pay by 22 Jul 2011



Glossary of term updates.

These updates to terms used in line items will appear on your new redesigned invoices.

Old invoices	Redesigned invoices
Access charge	Network standing charges
Actual demand	Demand charge
Additional agreed maximum demand	Additional agreed maximum demand or Additional annual demand
AGL Green Energy (10% of total energy)	AGL Green Energy
Agreed maximum demand	Annual demand
Demand charge	Other demand or Actual demand
Duos demand charge	Duos actual demand
Network standing charge	Network access charge
Network usage	Network peak
Peak capacity charge	Capacity charge or Actual demand
Standby feeder charge	Reserve feeder charge
Total volume charge	Duos energy charge + Tuos energy charge
E & REC – NSW energy efficiency scheme	E & REC – NSW energy saving scheme
Single business	Network peak
Network peak	Non summer peak Summer peak

For a full glossary visit agl.com.au/ElecBillExplained

Important things to note about your redesigned invoice.

- > There are changes to certain payment details. More information will follow when you receive your first redesigned invoice.
- > All customers will receive a new eight digit customer account number.
- > The changes to your invoice do not affect your plan.

Can we help?

If you have any questions about the information provided here, please call the number shown on the front of your invoice or visit agl.com.au/ElecBillExplained