

Your AGL gas 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' invoice 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/GasBillExplained

Understanding your redesigned gas invoice.

Energy in action®



Reduce bills. Save energy.

Visit agl.com.au for energy saving tools for your business.



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

Your account summary.

Account name	Sample Company
Supply address	
Your DPI	
Supply period	
Previous balance	\$XX,XXX.XX
Payment received	\$XX,XXX.XXcr
Balance brought forward	
Energy charges	
Network charges	\$X,XXX.XX
Other charges	
Total GST	\$X,XXX,XXX.XX
Total current charges (incl. GST)	\$XXX,XXX,XXX.XX
Total amount due	\$XXX,XXX,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.

Your account number: 1234 1234

Issue date: 12 Jul 2011

Total amount due \$XX,XXX.XX

Pay by 22 Jul 2011

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

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

Getting in touch.

Customer service: 13 388 1333

Email: business@agl.com.au

Visit: agl.com.au

Contact details for our dedicated business energy consultants can be found here.

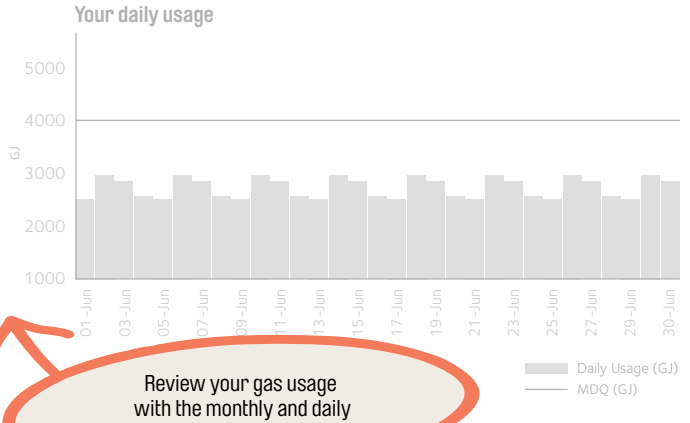
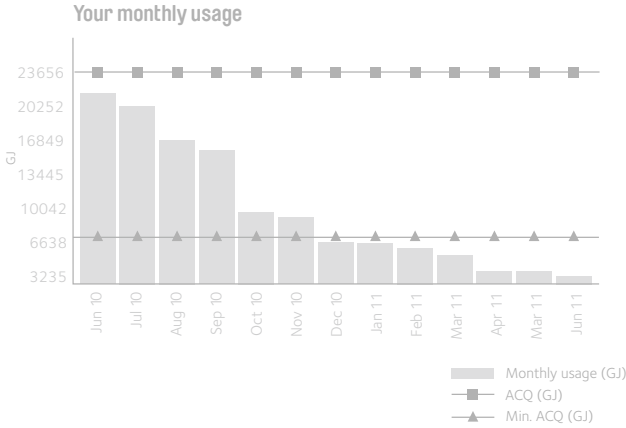
Faults and emergencies

Call 13 388 1333

Resolve faults with your service using the emergency numbers here. Your Distributor who looks after the pipes for your site, will take action.

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

Your overall picture.



Review your gas usage with the monthly and daily breakdown shown here.

Your usage summary

This month	
Usage this month	XXXXX.XXGJ

This year	
Actual usage contracted YTD	XXXXX.XXGJ
Min. ACQ YTD	XXXXX.XXGJ

Your overrun summary

This month	
Overrun days this month	10
Overrun usage this month	XXXXXGJ
Overrun charges this month	\$XXX

This year	
Overrun charges YTD	\$XXXX

Your contract terms

Contract period	From XX/XX/XX to XX/XX/XX
ACQ	XXXXXGJ
Min. ACQ%	90%
Min. ACQ	XXXXXXGJ

MDQ	XX
MHQ	XX
Distribution UAFG	XX

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

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 EFTapplications@agl.com.au

BPAY®
Billcode: XXXX
Ref: 1234 1234 1234 1234 12

BPAY® – Make this payment via internet or mobile 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 13 456 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

POST® BILLPAY
Billpay Code: XXXX
Ref: 1234 1234 1234 1234 12
Pay in person at any Post Office, phone 123 456 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.

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 new-look invoice).

Pay by 22 Jul 2011

POST billpay



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Your account in detail

Account number:
 Site identifier:
 Supply address: 123 Sample Street, SAMPLET
 Supply period:

Review a complete breakdown of your gas charges for the invoice period. You can even track your exact meter readings.

	Block	Quantity	Rate	Charge
Energy charges				
Lorem ipsum dolor sit amet consecteturfrty	1st	XX,XXX.XX GJ	\$XXX,XXXX/GJ	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty	2nd	XX days	\$XXX.XXXX/day	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Network charges				
Lorem ipsum dolor sit amet consecteturfrty		XX,XXX.XX GJ	\$XXX,XXXX/GJ	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty		XX days	\$XXX.XXXX/days	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty		XX,XXX.XX GJ	\$XXX,XXXX/GJ	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Other charges				
Lorem ipsum dolor sit amet consecteturfrty*		XX,XXX.XX GJ	\$XXX.XXXX GJ	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty		XX,XXX.XX days	\$XXX.XXXX/day	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Adjustments				
Lorem ipsum dolor sit amet consecteturfrty		XX days	\$XXX.XXXX/day	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty			\$XXX.XXXX/month	\$XX,XXX,XXX.XX
Lorem ipsum dolor sit amet consecteturfrty		XX,XXX.XX GJ	\$XXX.XXXX/GJ	\$XX,XXX,XXX.XX
Sub-total				\$XX,XXX,XXX.XX
Total GST				\$XX,XXX,XXX.XX
Total current charges (incl.GST)				\$XX,XXX,XXX.XX

Your meter information

Meter type: Interval
 DPI: 52401234567
 Average heating value: XXXXX GJ
 Max day consumption: XXXXX GJ on XX/XX/XX

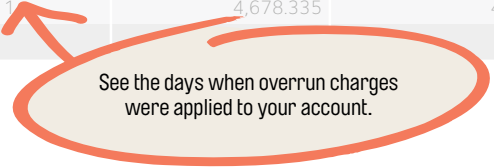
Interval Meter customers can see daily usage here. Each meter will be shown in a separate table.

Meter number: 111111

Date	Usage (GJ)		
01/06/2011	10,000	16/06/2011	10,000
02/06/2011	10,000	17/06/2011	10,000
03/06/2011	10,000	18/06/2011	10,000
04/06/2011	10,000	19/06/2011	10,000
05/06/2011	10,000	20/06/2011	10,000
06/06/2011	10,000	21/06/2011	10,000
07/06/2011	10,000	22/06/2011	10,000
08/06/2011	10,000	23/06/2011	10,000
09/06/2011	10,000	24/06/2011	10,000
10/06/2011	10,000	25/06/2011	10,000
11/06/2011	10,000	26/06/2011	10,000
12/06/2011	10,000	27/06/2011	10,000
13/06/2011	10,000	28/06/2011	10,000
14/06/2011	10,000	29/06/2011	10,000
15/06/2011	10,000	31/06/2011	10,000
		Total usage this period	310,000

Your overrun charges

Date	Usage (GJ)	MDQ (GJ)	Actual overrun (GJ)	Rate (\$/GJ)	Charge
02/06/2011	4,579.468	4,549	30.468	\$2.217	\$67.55
08/06/2011	4,577.881	4,549	28.881	\$2.217	\$64.03
09/06/2011	4,653.495	4,549	104.495	\$2.217	\$231.67
10/06/2011	4,718.742	4,549	169.742	\$2.217	\$376.32
12/06/2011	4,599.911	4,549	50.911	\$2.217	\$112.87
13/06/2011	4,692.075	4,549	143.075	\$2.217	\$317.2
14/06/2011	4,630.651	4,549	81.651	\$2.217	\$181.02
17/06/2011	4,582.942	4,549	33.942	\$2.217	\$75.25
20/06/2011	4,604.094	4,549	55.094	\$2.217	\$122.14
21/06/2011	4,678.335	4,549	129.335	\$2.217	\$286.74
Totals			827.594		\$1,834.79



See the days when overrun charges were applied to your account.

Glossary of term updates.

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

Old invoices	Redesigned invoices
Commodity – Fixed component	Fixed charge
Commodity – Variable component	Energy charge
Network component	Demand haulage
Transmission – Fixed charge (QLD)	Capacity charge
Commodity Fixed charge (NSW)	Fixed charge
Distribution or Monthly charge	Network charge
Delivery point identifier	DPI
Participant registration fee & other charges	Participant registration fee
Retail charge	Retail service fee
Office of Gas Safety charge	Energy Safe Victoria charge

For a full glossary visit [agl.com.au/GasBillExplained](https://www.agl.com.au/GasBillExplained)

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/GasBillExplained](https://www.agl.com.au/GasBillExplained)