



Your large market electricity invoice explained

Take a moment to review this guide and your invoice

This guide sets out all the pages of a sample electricity invoice. These illustrations are examples only, and the charges applicable to your premises may differ from the examples shown. There's also a glossary of terms used and line items that appear on the invoice. You'll note that some terms only apply in certain States, while others apply nationally. Please take a look through your bill and keep this guide on file for reference.



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Your electricity account



1 Sam Sample
1 Sample Street
SAMPLETOWN VIC 3000

123/1 234567890

2

Account name	Sam Sample
Customer ABN	12 345 678 901
Supply address	1 Sample Street SAMPLETOWN VIC 3000
Your NMI	NEEE1234567
Supply period	1 May 2018 to 31 May 2018 (31 days)
Previous balance	\$371,210.81
Payment received	\$371,210.81 cr
Balance brought forward	\$0.00
Energy charges	\$126,251.12
Network charges	\$63,905.95
Emissions and renewable energy charges	\$25,238.26
Other charges	\$1,124.75
Adjustments	\$966.58 cr
Total GST	\$21,555.35
Total current charges (incl. GST)	\$237,108.85
Total amount due	\$237,108.85

Please note: Late payment interest may apply to overdue amounts

Tax Invoice

AGL Sales Pty Limited ABN 88 090 538 337

3

Your account number	1234 5678
Issue date	1 Jun 2018
Total amount due	\$237,108.85
Pay by	1 Jul 2018

Getting in touch

Customer Service **1300 793 477**
Email businesscustomers@agl.com.au
Visit agl.com.au

Faults and emergencies

Call **131 003** to contact Endeavour Energy the distributor responsible for electricity poles and wires in your area.

Proudly supporting Australian businesses.

Our priority is providing business owners with efficient support, reliable service, and great value.

If you need assistance with your account, the number to call us on is **1300 793 477**.
Opening hours are 8.30am-5.30pm AET, Monday to Friday.

Thanks for choosing AGL to power your business.

This is a statement only. The amount will be direct debited in accordance with your arrangements

Understanding your invoice

1. Your billing address

Not to be confused with your supply address. If you've chosen to receive paper bills, this is where we'll send them.

To make changes to your billing details, or to arrange to receive your bills electronically via email, simply call us on **1300 793 477** (business hours, Monday to Friday).

2. Your account summary

Here you'll find your:

- **Account name** – usually the trading name of your business.
- **ABN** – supplied to us when you signed up.
- **Supply Address** – the physical address of the site where electricity has been consumed.
- **NMI** – your National Metering Identifier. You may be asked for this number when on the phone with us.
- **Supply Period** – the start date, the end date and the number of days of the invoicing period. This is also known as the billing period and/or invoice period.
- **Previous balance and Payment received** – shows the balance outstanding as at the date of the previous bill and any payments subsequently made towards that balance. Any amounts that continue to be outstanding as at the date of the current bill will be shown as the 'balance brought forward' and included in the total amount due in this bill.
- **Energy Charges** – charge for the amount of electricity your business has used.

- **Network Charges** – cover amounts AGL must pay to your Distributor in connection with the delivery of electricity through the network to your premises. These costs are passed through to you by AGL in all states, for services performed by your Distribution and Transmission service providers.
- **Emissions and Renewable Energy Charges** – relates to charges associated with State and Federal environmental schemes.
- **Other Charges** – may include any charges not already covered in the Energy Charges, Network Charges or Emissions and Renewable Energy Charges sections.
- **Adjustments** – Includes any adjustment we may need to make to your account.

Further details about your charges are covered in the 'Understanding your charges' section of this document.

3. Your account number

Specific to your Electricity account, this is the number to quote when you contact us with any questions.

IMPORTANT: Note the codes and references shown are examples only. The codes, account number and references you need to use will be shown on your invoice.

Your electricity account



Sam Sample
1 Sample Street
SAMPLETOWN VIC 3000

123/1 234567890



Tax Invoice

AGL Sales Pty Limited ABN 88 090 538 337

Your account number	1234 5678
Issue date	1 Jun 2018
Total amount due	\$237,108.85
Pay by	1 Jul 2018

4

Getting in touch

Customer Service **1300 793 477**
Email businesscustomers@agl.com.au
Visit agl.com.au

Faults and emergencies

Call **131 003** to contact Endeavour Energy the distributor responsible for electricity poles and wires in your area.

5

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Total amount due	\$237,108.85

Please note: Late payment interest may apply to overdue amounts

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R003/A141856

Proudly supporting Australian businesses.

Our priority is providing business owners with efficient support, reliable service, and great value.

If you need assistance with your account, the number to call us on is **1300 793 477**.
Opening hours are 8.30am-5.30pm AET, Monday to Friday.

Thanks for choosing AGL to power your business.

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This is a statement only. The amount will be direct debited in accordance with your arrangements

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Understanding your invoice

4. What to pay and by when

Your 'Pay current charges by' date is the date by which you must pay the Current charges stated on the bill. Any overdue amounts are payable immediately

5. Who to call for help

Find the important numbers you might need, including to report faults and emergencies.

For queries about your electricity account, or tailored assistance and advice, visit us online at agl.com.au/business/large-business email us at businesscustomers@agl.com.au or call on **1300 793 477** (business hours, Monday to Friday).

If you experience an unexpected loss of energy supply to your site, we've made it easy for you to find the contact number for your Distributor. Your Distributor is responsible for the poles, wires and reliability of energy supply in your area, and is best placed to provide assistance.

6. AGL's latest offers and services

This is where to look for great new AGL products and services, as well as other important information that may assist in managing your account, helping you save energy and money.

The image that appears on this section of the bill is a message from us with information that may be helpful to you. It can change from time to time, but doesn't alter any other part of your bill.

7. Direct debits details

If you make your payments by direct debit, you'll see this statement as shown on the bill. The total amount due will be debited in accordance with your Agreement.

IMPORTANT: Note the codes and references shown are examples only.
The codes, account number and references you need to use will be shown on your invoice.

Your account in detail

Account Number 1234 5678
 Supply address 1 Sample Street SAMPLETOWN VIC 3000
 Supply period 1 May 2018 to 31 May 2018 (31 days)

Energy Charges	Days	Quantity	Rate	Rate (incl. Energy losses)	Charge
Energy Charges					
Peak		327452.146 kWh	\$0.113003 / kWh	\$0.115429/kWh	\$37,797.47
Shoulder		621598.081 kWh	\$0.113003 / kWh	\$0.115429/kWh	\$71,750.44
Off Peak		187961.67 kWh	\$0.086997 / kWh	\$0.088865/kWh	\$16,703.21
Sub-total					\$126,251.12
Network Charges					
Network Peak		476865.625 kWh	\$0.028330 / kWh		\$13,509.60
Network Shoulder		472184.602 kWh	\$0.022926 / kWh		\$10,825.30
Network Off Peak		187961.67 kWh	\$0.009930 / kWh		\$1,866.46
Other Demand		481977 kVA	\$7.67100/kVA		\$36,731.47
Network Access Charge	31 days		\$31.39110/day		\$973.12
Sub-total					\$63,905.95
Renewable Energy Charges					
E&REC - LRET Flexi Renewable		1197011.897 kWh	\$0.013860 / kWh	\$0.014100/kWh	\$16,031.87
E&REC - SRES Flexi Renewable		1137011.897 kWh	\$0.006303 / kWh	\$0.006412/kWh	\$7,290.52
E&REC NSW ESS Flexi Renewable		1137011.897 kWh	\$0.001656 / kWh	\$0.001685/kWh	\$1,915.87
Sub-total					\$25,238.26
Other Charges					
AEMO Pool Fees		1137011.897 kWh	\$0.000380 / kWh	\$0.000387/kWh	\$440.02
AEMO Ancillary Charge		1137011.897 kWh	\$0.000500 / kWh	\$0.000509/kWh	\$578.74
Metering Charges	1		\$2,60274/day		\$80.68
Retail Service Fee	1		\$25.31000/month		\$25.31
Sub-total					\$1,124.75
Adjustments					
Meter Charge Adj-CR					\$966.58cr
Sub-total					\$966.58cr
Total GST					\$21,855.35
Total current charges (incl. GST)					\$237,108.85

Your meter and tariff information

Meter type: Interval
 NMI: NEE1234567
 Meter usage: 208002466 – 327452.146 kWh, 208002466 – 187961.67 kWh, DLF – 1.0173 X MLF – 1.0041 – Total Loss Factor
 Highest actual metered demand period: 4914kVA, recorded on 24/05/2018 at 11:00
 208002466 – 621598.081 kWh
 Total Usage this period = 1137011.897 kWh

AGLBS18464 (0917)

Your payment options

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

BPAY®
 Biller Code: 123456
 Ref: 1234 5678 9012 3456 78

BPAY® - Make this payment via internet or phone banking using your reference number.
BPAY View® - Receive, view and pay this bill using internet banking.
BPAY View® Registration No - Please enter your account number located on the box to the right.

POST BILLPAY
 Billpay Code: 1234
 Ref: 1234 5678 9012 3456 78
 Pay in person at any Post Office, phone 13 18 16 or go to postbillpay.com.au

CREDIT CARD
 Visit agl.com.au/payments or phone 1300 665 245 to pay your bill by Visa or Mastercard.
 Ref: 1234 5678 9012 3456 78
 Max \$100,000 per transaction.

DIRECT DEBIT
 Save time by having your account paid automatically on the pay by date.
 Apply online at agl.com.au or phone 1300 793 477 for an application form.

MAIL
 Send this portion with your cheque made payable to: AGL Sales Pty Limited GPO Box 2220, Sydney NSW 2001

Your account number 1234 5678
 Your NMI NEE1234567
Total amount due \$237,108.85
 Pay by 1 Jul 2018

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Understanding your usage

8. Energy Charges

These relate to the actual amount of electricity your business has used. The types of Energy Charges that apply in a billing period may vary depending on your electricity consumption profile, the State in which your site is located and other factors. In this section, the Energy Charges you will see may include (a) 'Peak' only (b) 'Peak' and 'Off Peak', or (c) 'Peak', 'Off Peak' and 'Shoulder'. If you have a solar installation, or feed electricity back into the grid, you may also see "buy back credits" appear in this section as (a) 'Peak buy back' (b) 'Peak and Off Peak buy back', or (c) 'Peak, Off Peak and Shoulder buy back'. All Energy Charges are calculated using a charge rate that includes a Marginal Loss Factor (MLF) and a Distribution Loss Factor (DLF) – see section 14 for more information on loss factors.

9. Network Charges

These charges relate to services performed by your Distributor in connection with the delivery of electricity through the Network. They're approved by the Australian Energy Regulatory (AER) and are passed through in accordance with the terms of your Agreement. Your Distributor is responsible for the poles, wires and the reliability of electricity supply in your area. The Network charges you'll see listed in this section of your bill can vary widely between Distributors, and fall into a number of different categories of charges. These categories include Network Usage Charges, Network Fixed Charges and Network Demand Charges (if applicable).

It's important to note that some Distributors have different defined hours for Network 'Peak', 'Off peak' and 'Shoulder' times, than the AGL defined hours for Energy 'Peak', 'Off peak' and 'Shoulder' times. This results in different energy volumes appearing in the Energy Charges (retailer component) and Network Charges (distributor component) sections of your invoice for usage during 'Peak', 'Off peak' and 'Shoulder' periods.

Additionally, in some cases, energy consumed on Public Holidays may be charged at the 'Off Peak' rate by AGL, however, Network Charges may continue to be charged per the normal time of use periods by your Distributor, or vice versa. This would also lead to different volumes for 'Peak', 'Off Peak' and 'Shoulder' periods appearing in the Energy Charges and Network Charges sections of your bill. For further information on Network Charges, please refer to the section titled 'Network Charges further explained'.

10. Renewable Energy Charges

These are charges associated with State and Federal environmental schemes. The relevant schemes are listed below and the those that apply to you depend on the state in which your site is located.

- Large-scale Renewable Energy Target (LRET) – all states.
- Small-scale Renewable Energy Scheme (SRES) – all states.
- Energy Savings Scheme (ESS) – NSW only.

IMPORTANT: Note the codes and references shown are examples only. The codes, account number and references you need to use will be shown on your invoice.

Your account in detail

Account Number 1234 5678
 Supply address 1 Sample Street SAMPLETOWN VIC 3000
 Supply period 1 May 2018 to 31 May 2018 (31 days)

Energy Charges	Days	Quantity	Rate	Rate (incl. Energy losses)	Charge
Peak		327452.146 kWh	\$0.113003 / kWh	\$0.115429/kWh	\$37,797.47
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Metering Charges	1		\$2.60274/day		\$80.68
Retail Service Fee	1		\$25.31000/month		\$25.31
Sub-total					\$1,124.75
Adjustments					
Meter Charge Adj-CR					\$966.58cr
Sub-total					\$966.58cr
Total GST					\$21,855.35
Total current charges (incl. GST)					\$237,108.85

Your meter and tariff information

Meter type: Interval
 NMI: NEE1234567
 Meter usage: 208002466 – 327452.146 kWh, 208002466 – 187961.67 kWh, 208002466 – 621598.081 kWh
 Total Usage this period = 1137011.897 kWh
 DLF – 1.0173 X MLF – 1.0041 – Total Loss Factor
 Highest actual metered demand period is 4914kVA, recorded on 24/05/2018 at 11:00

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Understanding your usage

- Victorian Energy Efficiency Target (VEET) – VIC only.
- Retailer Energy Productivity Scheme (REPS) – SA only.
- Peak Demand Reduction Scheme (PDRS) – NSW only.

All Renewable Energy Charges are calculated using a charge rate that includes a Distribution Loss Factor (see 'DLF' in section 16).

Please note:

- Some customers may be exempt from some Renewable Energy Charges.
- AGL will not charge Renewable Energy Charges for an applicable scheme where you have selected the 'self surrender' product.

11. Other Charges

These may include any charges not already covered in the Energy Charges, Network Charges or Renewable Energy Charges sections, such as certain market charges or service charges. Some of these are calculated using a charge rate that includes a Distribution Loss Factor (see 'DLF' in section 14). The most common charges you may see here include AEMO Pool Fees, AEMO Ancillary Charges, Metering Charges, Retail Service Fees, AGL Green Energy and Interest Charges.

12. Adjustments

Includes any adjustment we may need to make to your account.

13. Total current charges

This equates to the total charges for the current supply period. The amount exclusive of GST and the GST component are also shown in this table.

General note about fees and charges

The fees and charges that appear on your actual invoice may vary from the example shown, and are generally different in each state. Fees and charges that appear on your bill which are not described above are included in the Glossary at the end of this document. If you have any questions about any of these, give us a call on 1300 793 477 (business hours, Monday to Friday) and we'll be happy to help.

14. Your payment options

We offer 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.

If you wish to pay using EFT, please request an application with AGL via EFTapplications@agl.com.au

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.

15. Your payment details

This includes important information such as your account number, the date your bill was issued, the amount due, and the date you must pay by.

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0021197381(21)0962978(2)24967196 E-139 5--98 1--4243027499

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Your payment options

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

BPAY®
 Biller Code: 123456
 Ref: 1234 5678 9012 3456 78
 BPAY® - Make this payment via internet or phone banking (refer your reference number)
 BPAY View® - (receive, view and pay this bill using internet banking)
 BPAY View® Registration No - Please refer your account number located on the box to the right.

POST BILLPAY
 Bipay Code: 1234
 Ref: 1234 5678 9012 3456 78
 Pay in person at any Post Office, phone 13 18 16 or go to postbillpay.com.au

CREDIT CARD
 Visit agl.com.au/payments or phone 1300 665 245 to pay your bill by Visa or Mastercard.
 Ref: 1234 5678 9012 3456 78
 Max \$100,000 per transaction.

DIRECT DEBIT
 Save time by having your account paid automatically on the pay by date.
 Apply online at agl.com.au or phone 1300 793 477 for an application form.

MAIL
 Send this portion with your cheque made payable to AGL Sales Pty Limited GPO Box 2220, Sydney NSW 2001

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Your account number 1234 5678
 Your NMI NEE1234567
Total amount due \$237,108.85
 Pay by 1 Jul 2018

IMPORTANT: Note the codes and references shown are examples only. The codes, account number and references you need to use will be shown on your invoice.

Your account in detail continued

Account Number 1234 5678
Supply address 1 Sample Street SAMPLETOWN VIC 3000
Supply period 1 May 2018 to 31 May 2018 (31 days)



Your meter and tariff information

Meter type: Interval
NMI: NEE1234567
Meter usage: 208002466 = 327452.146 kWh, 208002466 = 187961.67 kWh,
208002466 = 621598.081 kWh
Total Usage this period = 1137011.897 kWh

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DLF = 1.0173 X MLF = 1.0041 = Total Loss Factor
Highest actual meter demand period is 4914kVa, recorded on 24/05/2018 at 11:00

Your overall picture

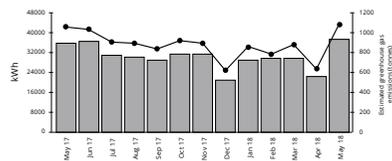
Estimated greenhouse gas emissions for this bill

1080.2 tonnes

Emissions are offset by any GreenPower percentage purchased.

■ Average daily electricity usage (kWh)
● Estimated greenhouse gas emissions (tonnes)

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Understanding your usage

16. Your meter type and consumption information

Here, you'll easily find your:

- **Meter Type** – shows the type of meter installed at your site. This may be an interval meter, manually read interval meter, or a basic meter.
- **NMI** – your National Metering Identifier. You may be asked for this number when on the phone with us.
- **Meter Usage** – provides details of the quantity (in kWh) of electricity you used during 'Peak', 'Off Peak' and 'Shoulder' (if applicable) periods.
- **Total Usage This Period** – the total amount of electricity (in kWh) you have used during the billing period. It's calculated adding any 'Peak', 'Off Peak' and 'Shoulder' (if applicable) usage.
- **DLF** – is the 'Distribution Loss Factor'. Electrical losses occur when electricity is transported through the poles and wires, from your local Distribution Network to your site. These losses are a cost of transportation of electricity through the network. Loss factors are used to adjust your rates for your Energy Charges, Renewable Energy Charges and Market Charges. Loss factor values are published by the Australian Energy Market Operator (AEMO).
- **MLF** – is the 'Marginal Loss Factor'. This accounts for changes to the electrical energy lost during transportation from the generator to your local Distribution Network. AEMO approves the MLF values that

Distributors assign to each site, and these are used to adjust your rates that apply to your Energy Charges.

- **Demand information (if applicable)** – details the time and date when the highest demand for electricity was measured at your site, for the billing period.

17. Estimated greenhouse gas emissions

In this section, we estimate the quantity of greenhouse gas emissions linked to your electricity usage for the supply period your bill covers.

The graph to the right shows your average daily usage of electricity for each previous month (up to a maximum of thirteen months) in addition to the estimated greenhouse gas emissions for each applicable month.

Network Charges further explained

This section further describes the types of Network charges you're likely to see on your invoice.

Network Charges fall into three categories - Network Usage Charges, Network Fixed Charges and Network Demand Charges. Network Demand Charges will only apply where your Distributor has applied a Demand tariff to your site(s).

Network Usage Charges

These relate to the actual amount of electricity your business has used, and are the Distributor's component (not to be confused with the retailer's component) of usage charges applied to your account.

In some cases, Distributors may apply their Network Usage Charges using a block structure. For example, the first 0 – 333 kWh charged at one rate ('Network Peak' block 1), and the balance of consumption at another rate ('Network Peak' block 2). In this example, you would see a 'Network Peak' charge appearing twice on your invoice, representing two blocks of 'Network Peak' billed. In most other cases, time of use periods will apply. For example, usage would be charged at a 'Peak' and 'Off Peak' rate. To find out which structure applies to your site(s), please contact us and we'll be happy to help.

Network Usage Charges – VIC & SA

For sites in VIC & SA, you're most likely to see a combination of the following Network Usage Charges on your invoice:

- Network Peak
- Network Off Peak

Network Usage Charges – NSW

For sites in NSW, a combination of the following Network Usage Charges are likely to appear on your invoice:

- Network Peak
- Network Shoulder
- Network Off Peak
- Network High Season Peak
- Network Low Season Peak

Network Usage Charges – QLD

For sites in QLD, the combination of Network Usage Charges you're most likely to see on your invoice include:

- TUOS Peak Energy
- TUOS Off Peak Energy
- DUOS Peak Energy
- DUOS Off Peak Energy

Network Fixed Charges

These are daily or monthly fixed charges that don't vary with the amount of energy you use. An example charge includes the 'Network Access Charge,' which is a daily supply charge Distributors apply for your access to the electricity network.

Network Demand Charges

Your Demand for electricity on the Network

Distributors need to understand how much energy you use and the way you use it (also referred to as your electricity consumption profile). Part of this is understanding the maximum amount of electricity you use, or draw from the network, in any 15 or 30 minute interval. This helps them understand your maximum demand for electricity and its impact on the network.

They need to know this, so they can ensure there's enough electricity in the network available for everyone to use at any point in time. Therefore, Distributors need to consider the consumption profile of all sites in the areas they service. Without understanding how much load could be drawn from the network at any given time, Distributors might not be able to supply sufficient electricity to all customers.

Network Charges further explained (cont'd)

Once a Distributor knows your maximum demand, they're able to use this information for planning purposes to ensure there is enough capacity on the network to meet this demand at all times. Knowing your maximum demand on a network during specific times may also help you plan how you use electricity. Generally speaking, the higher your maximum demand on a network, the higher your Network Charges will be.

Factors that influence Demand Charges

Demand Charges are based on the maximum amount of electricity consumed at your site during any given 15 or 30 minute interval (for sites with Actual and Rolling Demand), and/or a predefined maximum demand amount determined by your Distributor (for sites with Contract Demand). They're used to encourage businesses to use electricity more efficiently, and in most cases, reduce the load on the network during peak demand periods. Demand Charges are imposed by Distributors and are mandatory for large market sites where a demand tariff is applied. Demand is measured 24 hours a day, though it's not always charged 24 hours a day. The Demand tariff allocated to your site determines times of day that Demand Charges apply.

Categories of Demand

The three categories of demand include:

1. **Actual Demand** – where Demand Charges

are based on the maximum demand for electricity recorded at your site (in any 15 or 30 minute interval) during the billing period for which your bill applies.

2. **Rolling Demand** – where Demand Charges are based on the maximum demand for electricity recorded at your site (in any 15 or 30 minute interval) in the last twelve months, which includes the supply period of your most current bill.
3. **Contract Demand** – where Demand Charges are based on a fixed demand value (kW or kVA) set by your Network.

The category of demand that applies to your site is determined by your Distributor. In some cases, only one of these main categories of demand will apply, in others two might apply. For example, only Actual demand would apply to sites in certain areas, whereas Actual and Contract demand could apply to sites in different areas. Contact us to find out which apply to your site(s). We can potentially review your tariff to ensure you're on the most appropriate tariff based on your load/consumption profile.

Demand Charges you may see on your bill as a line item

There are many types of Demand Charges. Distributors determine their names and when or if they apply to your site. Some are calculated and applied daily, whilst others are

are calculated and applied on a monthly basis. You'll see the names of common Demand Charges set out below. Any of these charges can apply to each of the three main categories of demand listed in the section above, and are measured in kW or kVA. You'll see at least one, or more of these charges if a demand tariff is applied to your site.

- Actual demand
- Annual demand
- Additional demand
- Capacity charge
- Contract demand
- Peak demand
- Off Peak Demand Charge
- Shoulder Demand Charge
- Summer Demand
- Winter Demand
- DUOS peak demand
- DUOS threshold demand
- TUOS peak demand
- TUOS threshold capacity charge
- Network High Season Demand
- Network Low Season Demand

Useful example calculations

Energy Charge (Time of Use)

The table below is an example showing the information that appears on an invoice for an Energy Charge (time of use).

Energy Charges	Days	Quantity	Rate	Rate (incl. Energy losses)	Charge
Peak		327452.146 kWh	\$0.113003 / kWh	\$0.115429/kWh	\$37,797.47
Shoulder		621598.081 kWh	\$0.113003 / kWh	\$0.115429/kWh	\$71,750.44

The first column shows the relevant time of use period for your Energy Charges. In this section, the periods you may see include (a) 'Peak' only (b) 'Peak' and 'Off Peak', or (c) 'Peak', 'Off Peak' and 'Shoulder'.

The 'Quantity' column shows the amount of energy consumed at your site (in kWh) for a specific time of use period.

The 'Rate' column gives the applicable energy rate (per kWh) that applies to a specific time of use period.

The 'Rate (incl Energy losses)' column shows the Rate adjusted by the DLF and MLF loss factors (please see section 14 for more information on loss factors), which is calculated by multiplying the Rate by the 'total loss factor' (MLF x DLF).

The site in the above example has a 'total loss factor' of 1.021471 (MLF: 1.0041 X DLF: 1.0173) and a rate of \$0.113003/kWh, so the Rate (incl Energy Losses) is calculated as follows:

$$1.021471 \text{ (total loss factor)} \times \$0.113003/\text{kWh (Rate)} = \$0.115429$$

The Charge column shows the energy charge payable for the peak time of use period (\$37,797.47 in this example), which was calculated by multiplying the Quantity (327452.146 kWh) by the Rate (Incl Energy Losses) (\$0.115429).

Network Access Charge

The table below is an example showing the information that appears in an invoice for a network access charge.

Network Charges	Days	Quantity	Rate	Rate (incl. Energy losses)	Charge
Network Access Charge	31 days		\$31.39110/day		\$973.12

This charge is calculated by multiplying the applicable 'per day' rate by the number of days in the billing period.

The 'Quantity' column shows the number of days in the billing period (31 days) and the 'Rate' column shows the access charge rate (\$31.3911 per day). The network access charge for this site is therefore calculated as follows:

$$\$31.3911 \text{ (per day access charge rate)} \times 31 \text{ (days in billing period)} = \$973.12.$$

Useful example calculations (cont'd)

Demand Charge: applied daily

The table in this section is an example that shows the details that appear on an invoice for a daily demand charge.

Network Charges	Days	Quantity	Rate	Rate (incl. Energy losses)	Charge
Demand charge		150 kVA		\$5.634 /kVA	\$845.10

This charge is calculated using your recorded Maximum Demand value, multiplied by the rate per unit of Demand (kW or kVA) and the number of days in the billing period.

The 'Quantity' column shows a Maximum Demand value (150kVA).

The 'Rate' column shows the demand charge rate for the billing period (\$5.634/kVA). This rate is calculated by multiplying the demand charge rate of \$0.1878 (per unit of Demand, in this case kVA) by the number of days in the billing period (in this case, 30 days). The Demand Charge for this site is calculated as follows:

150 kVA (Maximum Demand) x \$0.1878 (rate per unit of Demand) x 30 (Days in billing period) = \$845.10.

Demand Charge: applied monthly

The table below is an example showing the information that appears on an invoice for a monthly demand charge.

Network Charges	Days	Quantity	Rate	Rate (incl. Energy losses)	Charge
Demand charge		4819.77 kVA		\$7.62100	\$36,731.47

This charge is calculated using your recorded Maximum Demand value, multiplied by the rate per unit of Demand (kW or kVA) and further multiplied by one month.

The 'Quantity' column shows a Maximum Demand value of 4819.77 kVA, and the 'Rate' column shows the demand charge rate of \$7.621 (per unit of Demand).

The Demand Charge for this site (for one month) is calculated as follows:

4819.77 kVA (Maximum Demand) x \$7.621 (rate per unit of Demand) x 1 month = \$3,673.47.

Glossary of terms

Labels and Line Items	Description	Applicable State
Actual Demand	Distributor Charge for Electricity Demand measured during the Invoice period (Units can be kW or kVA).	ALL
Additional Demand	Distributor Charge for Maximum Demand recorded outside of Summer Peak hours (as defined by the Distributor).	SA
Adjustments	Details of any adjustments to an account relating to previous invoice periods.	ALL
AEMO Ancillary Charges	Charges incurred by the Australian Energy Market Operator (AEMO) to ensure stability of power generation and demand management.	ALL
AEMO Pool Fees	Charges associated with the participation in the National Electricity Market paid to the Australian Energy Market Operator (AEMO).	ALL
AEMO RERT - <Month Year> Event	Charges incurred by the Australian Energy Market Operator (AEMO) to enable additional reserves for generation to avoid blackouts & maintain power supply security.	ALL
AGL Energy Online	Fee for access to AGL Energy Online Internet Portal.	ALL
AGL Green Energy	Premium added for Energy generated from accredited Green Energy sources (Rate is applicable to Green Energy percentage selected).	ALL
Annual Demand	Distributor Charge for Maximum Demand recorded during Summer Peak hours (as defined by the Distributor).	SA
Balance brought forward	The invoice balance prior to the current invoice period (balance of credits or debits are shown).	ALL
Buy back (Peak, Shoulder, Off Peak)	Details energy exported from a Solar PV or Cogeneration system at a Site (Buy back can be listed in each time of use period).	ALL
Capacity Adjustment	Adjustment to Distributor Charges for Electricity Network Capacity (related to a previous invoice period).	ALL
Capacity Charge	Distributor Charge for Electricity Network Capacity based on Maximum Demand measured at a Site during a previous 12 month period.	ALL
Controlled Load	Distributor Charge for use of Electricity through the Network for loads controlled by another device (e.g. Hot Water System controlled by Time Switch).	ALL
Dedicated Circuit	Distributor Charge for use of Electricity through the Network for loads controlled by another device (e.g. Hot Water System controlled by Time Switch).	ALL
Demand Adjustment	Adjustment to Distributor Charges for Electricity Network Demand (related to a previous invoice period).	ALL
Demand Capacity	Distributor Charge for Electricity Network Capacity based on a value set by the Distributor according to the supply infrastructure at the site.	ALL

Labels and Line Items	Description	Applicable State
Demand Charge	Distributor Charge for Maximum Demand measured at a Site (Units can be kW or kVA).	ALL
Demand Variable	Distributor Charge for Electricity Demand recorded on 5 days nominated by the Distributor during the Summer Peak period.	VIC
Distributor	Company that manages the Electricity supply infrastructure that connects your Site to the Network.	ALL
DLF	Distribution Loss Factor (DLF) is used to account for Energy Losses in the Distribution System.	ALL
DUOS Energy Charge	Charge for use of Electricity through the Distribution system where a single rate is used for all time periods).	QLD
DUOS Fixed Charge	Access Charge for use of Distribution System (set rate per day).	QLD
DUOS Off Peak Demand	Distributor Charge for Maximum Demand measured at a site during off peak period as defined by your network provider	QLD
DUOS Peak Demand	Distributor Charge for Maximum Demand measured at a site during peak period as defined by your network provider	QLD
DUOS (Peak, Shoulder, Off Peak) Energy	Charge for use of Electricity through the Distribution system during defined Network times (Peak, Shoulder, Off Peak).	QLD
DUOS Supply Charge CAV	Energex Distribution Fixed Charge for Connection Asset Value	QLD
DUOS Supply Charge NCCAV	Energex Distribution Fixed Charge for Non Contributed Connection Asset Value	QLD
E&REC - LRET	Charge incurred to meet requirements of the Federal Govt. Large Renewable Energy Target.	ALL
E&REC - LRET Flexi Renewable	Charge incurred to meet requirements of the Federal Govt. Large Renewable Energy Target.	ALL
E&REC NSW Energy Saving Scheme	Charge incurred to meet requirements of the New South Wales Energy Savings scheme.	NSW
E&REC NSW ESS Flexi Renewable	Charge incurred to meet requirements of the New South Wales Energy Savings scheme.	NSW
E&REC - SRES	Charge incurred to meet requirements of the Federal Govt. Small Renewable Energy Scheme.	ALL
E&REC - SRES Flexi Renewable	Charge incurred to meet requirements of the Federal Govt. Small Renewable Energy Scheme.	ALL
E&REC VEET	Charge incurred to meet requirements of the Victorian Energy Efficiency Target scheme.	VIC

Glossary of terms (cont'd)

Labels and Line Items	Description	Applicable State
E&REC VEET Flexi Renewable	Charge incurred to meet requirements of the Victorian Energy Efficiency Target scheme.	VIC
Energy Charges	Section including charges for Electricity consumed in each time of use period as per your Agreement.	ALL
Energy Services	Charge for installation or servicing of equipment provided by AGL Energy Services.	ALL
Fluorescent (Major, Minor)	Distributor Charge for Street Lighting - Fluorescent lamp types (Major or Minor installation types).	QLD
Incandescent (Major, Minor)	Distributor Charge for Street Lighting - Incandescent lamp types (Major or Minor installation types).	QLD
Interest Charge	Interest Charge incurred calculated on Overdue amount of the account.	ALL
Invoice period	Includes the start date, the end date and the number of days of the invoicing period.	ALL
Issue Date	The date the invoice was issued.	ALL
kVA (kilovolt amps)	Unit of measure for Maximum Demand (calculated using Voltage, Current and Power Factor).	ALL
kW (kilowatt)	Unit of measure for Maximum Demand (calculated using Voltage and Current).	ALL
kWh (kilowatt hour)	Unit of measure for Energy Consumption (calculated using kilowatts (kW) multiplied by Hours of use).	ALL
Lighting Upgrade	Charge for Lighting Upgrade equipment provided by AGL Energy Services.	ALL
Merchant Service Fee	Charge incurred for processing Payment via Credit Card.	ALL
Mercury Vapour (Mercury 150, 250, 400)	Distributor Charge for Security Lighting - Mercury Vapour lamp types (150, 250, 400 lamp wattage ratings).	ALL
Metal Halide (Major, Minor)	Distributor Charge for Street Lighting - Metal Halide lamp types (Major or Minor installation types).	QLD
Meter type: Basic	Metering equipment records accumulated Electricity consumption between each reading date.	ALL
Meter type: Interval	Metering equipment captures incremental Electricity consumption readings during each day.	ALL

Labels and Line Items	Description	Applicable State
Meter usage	Details Electricity usage per Time of Use period in kWh recorded by the Metering device(s) installed at your Site.	ALL
Metering Charges	Charge for Electricity Metering Services delivered by the Metering and Data Service Provider for your Site.	VIC
(Distributor Name) Metering Charges	Charge for Electricity Metering Services delivered by the Distributor for your Site (Item includes Name of Distributor).	VIC
MLF	Marginal Loss Factor (MLF) is used to account for Energy Losses in the Transmission System (as per the Transmission Node Identifier for your Site).	ALL
Network Access Charge	Access Charge for use of Network System (set rate per day).	ALL
Network Adjustment	Adjustment to Distributor Charges for use of Electricity through the Network (related to a previous invoice period).	ALL
Network Charges	Section including Electricity Distribution Network charges (as per Distribution Access Arrangements).	ALL
Network (Peak, Shoulder, Off Peak)	Distributor Charge for use of Electricity through the Network (Peak, Shoulder, Offer Peak times - as defined by your Distributor).	ALL
Network High Season Demand	Distributor Charge for Electricity Demand measured during High Season - as defined by your Distributor at a Site.	NSW
Network High Season Peak	Distributor Charge for use of Electricity through the Network High Season Peak periods as defined by your Distributor).	NSW
Network Low Season Demand	Distributor Charge for Electricity Demand measured during Low Season - as defined by your Distributor at a Site.	NSW
Network Low Season Peak	Distributor Charge for use of Electricity through the Network Low Season Peak periods as defined by your Distributor).	NSW
Network Non Summer (Peak, Shoulder)	Distributor Charge for use of Electricity through the Network in Non-Summer periods (Peak, Shoulder - as defined by your Distributor).	ALL
Network Summer (Peak, Shoulder)	Distributor Charge for use of Electricity through the Network in Summer periods (Peak, Shoulder - as defined by your Distributor).	ALL
Network Usage	Distributor Charge for use of Electricity through the Network where a single rate is used for all time periods (as defined by your Distributor).	ALL
Off Peak	Electricity consumed during Off Peak times as per your Agreement.	ALL
Off Peak Demand Charge	Distributor Charge for Electricity Demand measured during Off Peak Times - as defined by your Distributor at a Site.	NSW
Other Charges	Section including Other charges associated with your Agreement.	ALL

Glossary of terms (cont'd)

Labels and Line Items	Description	Applicable State
Other Demand	Distributor Charge for Maximum Demand measured at a Site (Units can be kW or kVA).	ALL
Pay by	The date the payment is required.	ALL
Payments received	The total amount received as payment toward the previous invoice balance.	ALL
Peak	Electricity consumed during Peak times as per your Agreement.	ALL
Peak Demand Charge	Distributor Charge for Electricity Demand measured during Peak Times at a Site - as defined by your Distributor at a Site.	NSW
Power Factor (PF)	A measure of efficiency for electrical power consumption. A PF of less than 1.0 means that extra energy is used to deliver the power required.	ALL
Power Factor Correction Equipment	Charge for Power Factor Correction Equipment provided by AGL Energy Services.	ALL
Previous balance	The total amount (including GST) of the previous invoice.	ALL
Qld Electricity Concession	Credit for eligible Concession Card Holders (as per Qld Government determination).	QLD
Renewable Energy Charges	Section including charges associated with compliance to Federal and State Emissions and Renewable Energy Legislation.	ALL
Renewable Energy Charge - REPS	Charge incurred to meet requirements of the South Australia Retailer Energy Productivity scheme (REPS).	SA
Reserve Feeder Charge	Distributor Charge for access to a Reserve Electricity Supply at your Site.	ALL
Retail Service Fee	Fee for provision of Retail Services associated with the management of Electricity Contract arrangements.	ALL
Shoulder	Electricity consumed during Shoulder times as per your Agreement.	NSW
Shoulder Demand Charge	Distributor Charge for Electricity Demand measured during Shoulder Times - as defined by your Distributor at a Site.	NSW
Sodium Vapour (Sodium 150, 250, 400)	Distributor Charge for Security Lighting - Sodium Vapour lamp types (150, 250, 400 lamp wattage ratings).	ALL
Standby Feeder Charge	Distributor Charge for access to a Standby Electricity Supply at your Site.	ALL

Labels and Line Items	Description	Applicable State
Summer Demand	Distributor Charge for Electricity Demand measured during Summer periods (Units can be kW or kVA).	NSW
Summer Demand Incentive Charge	Additional Distributor Charge for Electricity Demand measured during Summer Peak periods (Incentive is to reduce Summer Demand).	VIC
Supply Address	Physical address of the site where Electricity has been consumed.	ALL
Supply Period	Includes the start date, the end date and the number of days of the invoicing period.	ALL
Total amount due	Total amount now payable (including GST) - this sums new and previous invoice amounts.	ALL
Total excluding GST	Total amount of charges excluding the Goods and Services Tax component.	ALL
Total Loss Factor	The value used to account for the combination of Energy losses across the Transmission and Distribution Networks.	VIC
Total Usage this period	Details the total volume of Electricity consumed over the Invoice period in kWh (includes consumption of all meters installed at your Site).	ALL
TUOS Energy Charge	Charge for use of Electricity through the Transmission system where time periods are not defined (same rate for all time periods).	QLD
TUOS Fixed Charge	Access Charge for use of Transmission System (set rate per day).	QLD
TUOS (Peak, Shoulder, Off Peak) Energy	Charge for use of Electricity through the Transmission system during defined Network times (Peak, Shoulder, Off Peak).	QLD
Winter Demand	Distributor Charge for Electricity Demand measured during Winter periods.	NSW
Your account number	The AGL identification number assigned to your account.	ALL
Your NMI	The Electricity Market identification number of the site. (NMI stands for National Metering Identifier).	ALL