


AGL 家庭电费账单说明



AGL electricity account

Proudly Australian since 1837.

Ms Samantha Sample
1 Sample Street
SAMPLETOWN VIC 3000

Important numbers.

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

Your account details.

Name: Mrs Samantha Sample
Account number: 0000 0000
Supply address: 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.

| Home Type | Energy Usage (kWh) |
|-----------|--------------------|
| 2 people | 850kWh |
| Your home | 953kWh |
| 3 people | 1,140kWh |

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.

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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.

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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 131 245.
The above message is required by Victorian energy regulations.

Tax Invoice: Issued 31 May 2020
AGL Sales Pty Limited ABN 88 090 538 337

1. 向谁寻求帮助

如果您对供电帐户有任何疑问或需要特定的帮助和建议，请访问 agl.com.au 或致电我们。

如果遇到停电或意外断电情况，我们可为您提供配电公司的联系电话。您的配电商负责您所在地区的电线杆、电线和供电的可靠性，可为您在这方面提供最大的帮助。

2. 可供查看的帐户详细信息

此处显示的帐号专用于您的供电帐户，在联系我们进行任何查询时请提供此帐号。

如果您需要对个人资料进行更改，您可以随时在我的帐户中进行更改。

3. 如何与附近的家庭进行比较？

此图比较了您和您所在地区其他家庭的用电量。这是基于季节以及家中是否有燃气或泳池的平均用电量。

我们的比较基于澳大利亚能源监管机构提供的平均用电量数据。有关更详细的比较，请转到我的帐户，并访问我们的简单在线监控工具。

4. 每日平均用电量和费用

在本部分中，您可以查看您使用的电量。

该图显示了过去 13 个月的平均用电量和费用。快照显示了特定计费期的每日平均费用和用电量以及去年同期的平均用电量摘要，方便您了解发生了哪些变化。

您发现每日平均用电量有什么变化吗？有一些因素可

能会使每日平均用电量发生变化，例如安装了新电器或改变了使用习惯等。

您也可以使用我的帐户监控用电量。它可以帮助您确定何时用了最多电量，并找到如何用电和何时用电的最佳方法以最大程度地节省用电量，从而跟踪您的用电情况和费用。

5. 应付费用和付款日期一目了然

账单概览显示了结转的余额（从先前账单结转的任何金额，其中可能包括任何未付余额或抵免额）。这将添加到此计费期的新费用中，以得出应付总额。

请注意，以往账单中的逾期金额可能有不同的付款日期，此日期将显示在本部分以及账单背面。

如果您通过直接扣款或 **Bill Smoothing** 定期支付一定金额）方式进行付款，您将看到列出的付款日期、金额和频率。

6. 有用信息

在这里，您可以找到有关我们产品和服务的有用信息。

7. 比较能源套餐

我们将定期根据您过去的用电情况检查我们的可用套餐，确定您现在使用的套餐是否足够优惠。

如果另一个 **AGL** 套餐可以为您节省更多费用，我们将告诉您，并告诉您具体可以节省多少费用。如果您使用的已经是我们最优惠的套餐之一，我们也会告诉您这个事实。

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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: 0000000000
Energy Plan: Savers

| Meter no. | Read date | Read type | Rate description | Start read | End read | kWh |
|-----------|-----------|-----------|------------------|------------|----------|-----|
| 00000 | 30 May 20 | Actual | Peak | 20,308 | 21,261 | 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 | Amount |
|------------------------|-----------------|
| Payment processing fee | \$4.34 |
| Total charges | \$291.59 |

| Credits | Amount |
|-------------------------|-------------------|
| 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. 重要信息

您可以在本部分中找到有关付款帮助、口译员、将电量转移到新家的信息以及其他重要的服务信息。

9. 查看供电详情

供电详情清楚地列在一个地方。

这包括供电期内（本账单涵盖的日期）的供电信息以及您使用的具体能源套餐信息。此外，您还可以在此处找到对应于您供电地址的唯一标识符 **NMI**（国家电表标识符）。如果您对供电的某个方面进行了更改，则可能需要提供此编号。

10. 在此处查看电表读数详情

在本部分中，您将找到电表读数的详细信息，包括是实际读数还是估计读数。

这些用于计算计费期内的电费。

如果您有智能电表，其读数仅供参考，它可能不能反映您在此计费期间使用的总电量。您的账单根据我们每半小时获得的数据计算得出。要查看具体用电量，请访问我的帐户。

在下表中，您还可以找到有关电表的重要通知，包括计划的下次抄表日期或者我们在抄表时遇到的任何问题。

11. 我们如何计算账单

我们将电费分解为一个简单的结构，以便您更好地了解我们如何计算您的账单。

在先前余额和付款部分下，我们列出了您已支付的任何款项以及我们已应用的任何折扣，并显示了结转到此账单的最终余额。

此计费期的新费用和抵免额部分根据电价分为单位和单价几个部分。我们列出了有关供电和用电的新费用以及我们对账单应用的任何抵免额、折扣、优惠和调整。

此处显示的最终总金额包含适用的消费税。

12. 在此处查看付款明细

在付款金额和付款日期下方，您将看到参考编号。对于大多数付款方式，您需要提供此编号。

如果通过支票付款，请剪下账单的该下半部分，如标记所示，并在过账时将其包含在支票中。

如果亲自到邮局付款，只需出示账单，让工作人员扫描此处的代码以记录您付款。

13. 轻松付款选项

我们提供了多种便捷的付款方式，包括直接扣款，这可以省去您支付账单的麻烦，并确保您始终按时支付账单。

您还可以轻松地在 agl.com.au/PayMyBill 上在线支付您的账单

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Total due **\$295.17**

Due date **26 Jun 2020**

Reference number **0000 0000 0000 0000 00**

Post Billpay

*7023 5983229153276330

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

*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.

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
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Centrepay
Eligible residential customers can visit humanservices.gov.au/centrepay
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