



Your collective bill explained – Electricity

Take a moment to read this guide

As an AGL customer, we're committed to providing you with comprehensive, up-to-date usage and billing information that is easy to access and understand.

That's why we've developed this guide to help you understand your collective billing and the terminology we use.

If you have any further questions or you'd like to register for collective billing, call us on **1300 793 477**.



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How collective billing works

Qualifying for collective billing

To qualify for collective billing you must have between 10 and 200 sites that are signed up to either AGL Electricity or AGL Gas (it can only be one fuel type) in one state. For example, if you have 150 sites in Victoria signed up to AGL Electricity, you can receive a collective bill.

If those 150 Victorian sites are also signed up to AGL Gas, you'll receive one collective bill for gas and one for electricity.

You'll receive a separate collective invoice (by fuel type) for any interstate sites you have that number between 10 and 200 sites. And if you have more than 200 sites in any one state, you'll be invoiced in blocks of 200. For example, if you have 480 sites in Victoria signed up to AGL Electricity, you'll receive three bills in total (200 + 200 + 80).

Unfortunately we can't provide a collective bill for less than 10 sites.

To register for collective billing, call our Customer Service team on **1300 793 477**.

You'll then receive your AGL collective bills via email.

Components of your collective bill

There are three parts to your collective bill:

1. a PDF invoice which provides a summary of the charges that apply to each site
2. an Excel invoice which provides an in-depth look at the charges for each site, and
3. a remittance advice slip.

You'll notice on your collective bill that there are a number of different account numbers. That's because you have an overarching account number (parent number) for the collective bill and then an individual account number for each unique site (child number).

These parent account numbers are typically 8 digits long (and begin with an 8), whereas each child account number is typically 8-12 digits long.

You'll find the child account numbers listed in the 'Account No.' column on your Excel invoice, under the Charges tab. While the parent account number can be found at the top of the remittance advice slip.

The examples in this guide are for illustration only – your charges applicable may differ from the examples shown.

We're here to help

If you have any questions, email us at **businesscustomers@agl.com.au** or call our Customer Service Team on **1300 793 477** during business hours.

AGL electricity account.



TAX INVOICE

Customer Service 1300793477
Faults and Emergencies 24hrs See Over
Visit us at www.agl.com.au

028/0002

Ms SAM SAMPLE
PO BOX 0000
SAMPLEVILLE VIC 3000



Account Name Test Water

Collective Invoice Multiple Service Addresses

Electricity Account Summary

Opening Balance	\$3510.90
Payment Received	\$0.00
Balance Carried Forward	\$3510.90
Usage and Supply Charges (see over for details)	\$2864.94
Total Other Charges (see over for details)	\$0.00
Current Charges (including GST of \$260.44)	\$2864.94
Total Amount Due	\$6375.84

Amounts are inclusive of GST

Account No. 1212 1212

Due Date 20 Jun 2019

Total Amount Due \$6375.84

Overdue Balance Due Now \$3510.90

Date of Issue 16 May 2019

AGL Sales Pty Limited ABN 88 090 538 337

How to pay your bill - see over

POST billpay

*3201 00 812021

Account Number 1212 1212

Due Date 20 Jun 2019

Total Amount Due \$6375.84

Your PDF invoice

This section of your AGL electricity account refers to your overarching or parent account.

1. Company address

This is your company's billing address, not the supply address.

If you need to make any changes to your billing details, including updating the email address we send your bill(s) to, simply call us on **1300 793 477** during business hours.

2. Who to call for help

For queries about your electricity accounts, or tailored assistance and advice, visit agl.com.au/business, email businesscustomers@agl.com.au, or call **1300 793 477** during business hours.

If you experience a power outage or an unexpected loss of energy supply to your property, your Distributor should be your first point of contact. Your Distributor is responsible for the poles and wires and reliability of energy supply to your businesses.

3. Your account details for handy reference

The account number shown here is specific to your AGL electricity account and is the overarching (or parent) account number.

This is the number linked to your individual (child) site-based account numbers.

Be sure to quote this account number when you contact us with any queries about your electricity account.

4. Your electricity account summary

This summary shows the high level details of your electricity account including your opening balance, any payments you've made, usage and supply charges, and any other charges applicable to your account.

All dollar amounts in your invoice are GST inclusive.

5. What to pay and when

We've made it simple to see how much you need to pay and by when. Any overdue amounts will also be displayed here.

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.



Account No.	1212 1212
Total Amount Due	\$6375.84

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Usage Details



7 Moving Premises 133 835

Please call us at least three days prior to vacating your premises, or moving to a new address, to arrange a final meter reading. This will ensure you are not charged for energy used after your departure.

Payment Assistance 133 835

If you experience difficulty paying your account, please contact us to organise a payment plan or for information on Government or participating welfare organisations.

Interpreter Service 133 835

Arabic • Spanish • Italian • Greek • Croatian • Vietnamese • Chinese

هل تحتاج مترجم؟ اتصل على الرقم أعلاه
 ¿Necesita un intérprete? Llame al número indicado arriba.
 Se vi serve un interprete, telefonate al qua sopra numero.
 Αν χρειάζεστε διαερμνέα, τηλεφωνείτε στον αριθμό παραπάνω.
 Trebate li pomoć tumača? Nazovite gore navedeni broj.
 Nếu qui vi cần sự giúp đỡ, vui lòng gọi số trên đây.
 如果您需要傳譯員的幫助，請致電以上號碼。

Please call AGL Customer Service on 133 835 if you do not wish to receive marketing information on our products and services. AGLMS15972 (0217)

Payment Options

7 Save time by having your account paid automatically on the due date. Apply online at www.agl.com.au or phone 133 835 for an application form.

B **PAY** **Bill** Code: 33837
Ref: 00 1212 1212
BPAY® - Make this payment via internet or phone banking.

Mail Send this portion with your cheque made payable to:
AGL Sales Pty Limited Locked Bag 20024, Melbourne VIC 3001

Billpay Code: 3201
Ref: 00 1212 1212
 Pay in person at any Post Office, phone 13 18 16 or go to postbillpay.com.au

Credit Card Visit www.agl.com.au/payments or phone 1 300 657 386 to pay your bill by Visa or Mastercard. Max \$1,000 per transaction. **Ref:** 00 1212 1212

Your PDF invoice

6. Important information

Need further assistance? You'll find information about payment assistance, interpreters, moving your electricity to a new site and other important service messages in this section.

7. Payment options

We offer a number of convenient ways to pay your electricity bill including direct debit which takes the hassle out of paying your bill and ensures your bill is paid on time.

8. Your billing summary

Here you will find the billing information for all your sites (known as child accounts). This summary shows the high level details of your child accounts including the supply period, usage and supply charges, and any other charges applicable to your child accounts.

For Victorian customers all dollar amounts will be GST inclusive, while other states will show both GST exclusive and GST inclusive pricing.

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BILLING SUMMARY
 Account Number: 1212 1212
 For The Period ending (30 May 2019)
All rates and charges inclusive of GST. GST totals provided for reference.

Account Name: Test Water

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Site Number	Site Name	Period	Usage	Rate	Charge	Supply	Other	Total	Reading	Reading	Reading	Reading	Reading	Reading	Reading	Reading	Reading
Child Account	Child Account	Start	End	Unit	Rate	Charge	Charge	Total	Actual	Estimated	Final	Actual	Estimated	Final	Actual	Estimated	Final
1212 1212 001	1212 1212 001	12/05/2019	12/05/2019	100	0.0000	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Reading Type: A = Actual, E = Estimated, F = Final

AGLMS15972 (0217)



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.

Account No.	1212 1212
Total Amount Due	\$838.93

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Usage Details

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Supply Period: 2 Mar 2019 to 30 May 2019

Next Scheduled Reading: 30 May 2019

Service Address: WBS054/- Test Street THOMASTOWN VIC 3074

NMI: 60013479893

Tariff Description	Meter Number	Reading Type	Bill Days	Current Reading	Previous Reading	Usage kWh
AGL MLS BUS ELEC BN JEMENA	166195	Substituted	90			3457.6

General Usage 3457.6 kWh @ \$0.35530	\$1228.48
Supply charge	\$126.42
Guaranteed Discount	\$515.97c
GST incl in above charges	\$76.26
Usage and Supply Charges	\$838.93

Your average daily costs over this billing period.

Tariff	Average daily cost incl GST
General Usage	\$13.65
Supply charge	\$1.40
Total average daily cost	\$15.05

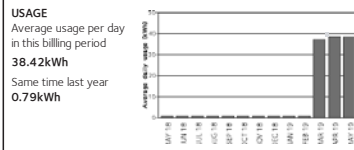
Your meter read details.

Meter number	Reference meter read	Date	Time (AEST)
166195	1,814,800	02/03/2019	00:00:00
166195	Not available		

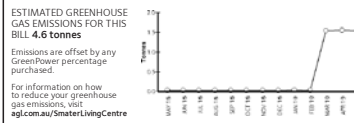
Your electricity usage is measured by a smart/interval meter. This means you are billed on your total usage as shown on your bill. AGL is obliged to provide you with reference meter reads. These reads may not reflect the total consumption for the billing period and should be used as a guide only.

All amounts subject to and inclusive of GST

How much power have you used?



Your greenhouse gas emissions



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Your PDF invoice

This section of your AGL electricity account refers to your individual sites, known as your child accounts.

9. Your electricity supply details

Here you'll find your supply period, supply address and the National Meter Identifier or NMI. Your NMI is unique to this individual supply address and you'll need to quote this number if you have any work carried out on your supply (such as a meter changeover or installation of a new meter). You'll also see your next scheduled meter reading date.

10. Your meter read details

Here you'll see the number of days you've been billed for and your meter read details, including whether the read was an actual, estimate*, substituted** or final read. These are used to calculate your electricity bill for the billing period.

You may also find important messages about your meter or any issues encountered when gaining access to your site.

11. How your bill is calculated

We've broken down your electricity charges so you can see your peak and off peak charges, as well as your supply charge and any discounts that have been applied. We'll also let you know what GST is included in the individual costs.

For Victorian customers all dollar amounts will be GST inclusive, while other states will show both GST exclusive and GST inclusive pricing.

12. Your average daily usage and costs at a glance

This graph displays your past electricity usage for your site (up to 13 months). To the left you'll find the average cost per day and average daily usage for the specific billing period. Directly beneath you'll find your usage for the same time last year, helping you see if it has changed.

The second graph in this section details your past greenhouse gas emissions (up to 13 months) so you're able to keep track.

*For example, where your meter is not physically accessible to take a reading.

**For example, where your meter usage data is not available for at least 48 hours in a billing cycle. Applies to sites with interval meters only.

1 AGL electricity account.



M: SAM SAMPLE
PO BOX 0000
SAMPLEVILLE VIC 3000

Customer Service 1300793477
Visit us at www.agl.com.au

Account Name	Test Water
Collective Invoice	Multiple Service Addresses
Electricity Account Summary	
Opening Balance	\$3510.90
Payment Received	\$0.00
Balance Carried Forward	\$3510.90
Usage and Supply Charges	\$2864.94
Total Other Charges	\$0.00
Current Charges (including GST of \$260.44)	\$2864.94
Total Amount Due	\$6375.84

Account No.	8812 3021
Due Date	20 Jun 2019
Total Amount Due	\$6375.84
Overdue Balance Due Now	\$3510.90

Amounts are inclusive of GST

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For The Period ending (30 May 2019)

TAX INVOICE

All rates and charges inclusive of GST. GST totals provided for reference.

Customer N	Customer N	Print Docum	Account No.	Site Location	NMI	Reading Type	Bill Period Start	Bill Period End
Test Water	117497579	7037 533 481	WB5054/-	Test Street THOMASTOWN VIC 3074	60013479893	A	2 Mar 2019	30 May 2019
Test Water	117497586	7037 411 340	WP5078/-	Test Road MOUNT DANDENONG VIC 3767	63051328673	A	23 Feb 2019	14 May 2019

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TAX INVOICE

For The Period ending (30 May 2019)

Customer N	Customer N	Account No.	Site Location	NMI	Bill Period St	Bill period E	Bill Days	Bill Descript	Tariff	Descrj	Meter Numt	previous Me	Current Metr	Reading Typ	Total Meter
Test Water	7037 533 481	WB5054/-	T6.001E+10		2 Mar 2019	30 May 2019	190	AGL MLS BU:166195			1,814.800	Not available	A	3457.6	
Test Water	7037 411 340	WP5078/-	T6.305E+10		23 Feb 2019	14 May 2019	81	AGL MLS BU:4749835			364.961	Not available	A	1356.8	
Test Water	7037 411 340	WP5078/-	T6.305E+10		23 Feb 2019	14 May 2019	81	AGL MLS BU:4749835			364.961	Not available	A	1755.2	
Test Water	7037 409 27	WB5609/-	T6.001E+10		8 Feb 2019	14 May 2019	96	AGL MLS BU:7352919			12202	12314	E	112	
Test Water	7037 409 27	WB5609/-	T6.001E+10		8 Feb 2019	14 May 2019	96	AGL MLS BU:7352919			14190	14207	E	17	
Test Water	7037 409 27	WB5609/-	T6.001E+10		8 Feb 2019	14 May 2019	96	AGL MLS BU:7352919			0	0	E	0	
Test Water	7037 494 155	WP5180 W	V88800063	23 Feb 2019	23 May 2019	90	AGL MLS BU:4369563				7,785.889	Not available	A	2048	
Test Water	7037 494 155	WP5180 W	V88800063	23 Feb 2019	23 May 2019	90	AGL MLS BU:4369563				7,785.889	Not available	A	2274	

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Remittance Advice

Parent Acct: 8814 7012
Customer Name: Initiative Owner
Total Collective Amount Payable: \$6360.79
Current Charges (inc GST): \$1865.54
Due Date: 20 Jun 2019



Please populate column E with amounts that you are paying and email back to EFTPayments@agl.com.au
Please note the remittance only lists child accounts that have been billed in the previous month

Child Contract Account	Total Child Amount Payable (inc GST)	Payment Amount Made
7041 105 300	\$1147.83	
7041 105 284	\$1190.14	
7041 106 274	\$3132.79	
7041 105 201	\$600.88	

Your Excel invoice

Your Excel invoice provides you with invoice information in a format that can be easily loaded into your accounting package or manipulated for your reporting needs. There are three sheets in total: your invoice summary, your charges and your meter data.

1. Your invoice summary

Your summary provides the total invoice amount due for all sites in your collective group. This replicates the details provided in the parent section of your PDF invoice.

2. Your charges

Your charges provides site by site invoice component details. This is presented in a tabular format that enables you to manage/structure your invoice data to suit your company's needs.

3. Your meter data

Here you'll find a consolidated view of the relevant meter data for each site. This includes information such as meter numbers, tariff descriptions, current and previous meter readings, and more.

4. Your Excel Remittance Advice

Here you'll find each individual (child) account linked to your overarching parent account. The remittance advice provides the total amount payable for the collective group, as well as the payable amounts for each site in the collective.

When making payments, please email EFT@agl.com.au your remittance. Remember to include the customer name and the parent account number in your email so we can quickly allocate the funds.

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.