



Your large market gas invoice explained

Take a moment to review this guide and your invoice

This guide sets out all the pages of a sample gas invoice.

These illustrations are examples only. 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.



Contents

Understanding your invoice	3 - 4
Understanding your usage	5 - 7
Understanding your charges	7 - 10
Glossary of terms	11 - 12

Your gas account



1

Sample Company
P/O No: 1234567890
PO Box 123
SAMPLETOWN VIC 3000

2

Account name	SAMPLE COMPANY
Customer ABN	11 123 451 234
Supply address	123 Sample Street, SAMPLETOWN, VIC 3000
Your MIRN	12345123456
Supply period	1 Dec 2017 to 31 Dec 2017 (31 days)
Previous balance	\$32,668.27
Payment received	\$32,668.41cr
Balance brought forward	\$0.00
Energy charges	\$19,686.27
Network charges	\$4,638.87cr
Regulated charges	\$182.99
Other charges	\$51.60
Adjustments	\$11,566.61
Total excluding GST	\$26,848.60
Total GST	\$2,684.86
Total current charges (incl. GST)	\$29,533.46
Total amount due	\$29,533.46

Please note: Late payment interest charges may apply to overdue amounts.

Final Tax Invoice

AGL Sales Pty Limited ABN 88 090 538 337

Your account number	1234 1234
Issue date	2 Feb 2018
Total amount due	\$29,533.46
Pay by	4 Mar 2018

Getting in touch

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

Faults and emergencies

Call 1800 427 532 to contact Australian Gas Networks the distributor responsible for gas pipes and meters 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. Company address

This is your billing address, not your supply address. If you've chosen to receive your bills in the mail, they'll generally be sent to this address.

If you need to make any changes to your billing details, or would prefer to receive your bills electronically via email, it's easy to do so by calling us on **1300 793 477** during 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 gas has been consumed.

MIRN (or DPI in NSW) – your Meter Identification Registration Number or DPI – which is your Delivery Point Identifier for NSW sites. 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 – relate to the amount of gas your business has used.

Network Charges – cover amounts AGL must pay to your Distributor in connection with the delivery of gas through the network to your premises. These costs are charged to you by AGL in all states, for services performed by your Distributor.

Regulated Charges – this heading appears on Victorian bills only and relates to charges mandated by the Australian Energy Market Operator (AEMO).

Other Charges – may include any charges not already covered in the Energy Charges, Network Charges or Regulated 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.

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 gas account



Sample Company
P/O No: 1234567890
PO Box 123
SAMPLETOWN VIC 3000

Account name	SAMPLE COMPANY
Customer ABN	11 123 451 234
Supply address	123 Sample Street, SAMPLETOWN, VIC 3000
Your MIRN	12345123456
Supply period	1 Dec 2017 to 31 Dec 2017 (31 days)
Previous balance	\$32,668.27
Payment received	\$32,668.41cr
Balance brought forward	\$0.00
Energy charges	\$19,686.27
Network charges	\$4,638.87cr
Regulated charges	\$182.99
Other charges	\$51.60
Adjustments	\$11,566.61
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AGL Sales Pty Limited ABN 88 090 538 337

Your account number	1234 1234
Issue date	2 Feb 2018
Total amount due	\$29,533.46
Pay by	4 Mar 2018

Getting in touch

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Faults and emergencies

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

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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

3. Your account details for handy reference

Your account number shown here is specific to your gas account, and you should quote it when you contact us with any queries.

4. Clearly see what to pay and when

We've made it simple to see how much you need to pay and by when.

The pay by date is the date your total amount due is to be paid by (except for any overdue amount which is payable immediately).

5. Here's who to call for help

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

For queries about your gas 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** during 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 distribution company. Your Distributor is responsible for the gas pipes, meters and reliability of energy supply in your area, and is best placed to provide assistance.

6. Learn about the latest AGL 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.

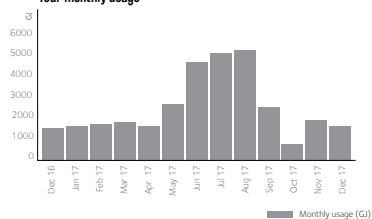
7. Direct debits that apply to your account

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.

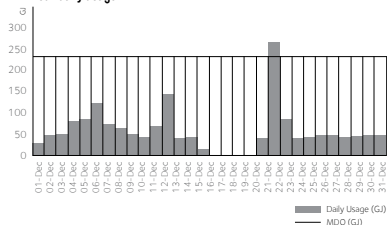
IMPORTANT: Note the codes and references shown are examples only. The codes, account number and references you need to use will be shown on your invoice.

8 Your overall picture

Your monthly usage



Your daily usage



9 Your usage summary

This month	
Usage this month	1718.67GJ

This year	
Actual usage contracted YTD	33587.96GJ

10 VIC*

Your overrun summary

This month	
Overrun days this month	1
Overrun usage this month	21.98GJ
Overrun charges this month	\$276.62

NSW/QLD/SA/WA

Your overrun summary

This month	
Overrun days this month	10
Overrun usage this month	169.74GJ

ALL STATES

Your contract

Contract details	
ACQ	38075GJ
Min. ACQ%	80%
Min. ACQ	30460GJ

QLD

Contract MDQ	560GJ
Network MDQ	518GJ
MHQ	24GJ
Unauthorised overrun rate	3.79

NSW & SA

Contract MDQ	162GJ
Network MDQ	177GJ
MHQ	7GJ

VIC

Contract MDQ	241GJ
MHQ	22GJ
AMDQ	0GJ
Distribution UAFG	0.037

WA TARIFF A2 & B1

Contract MDQ	41GJ
MHQ	3GJ

WA TARIFF A2 & B1

Contract MDQ	41GJ
MHQ	3GJ
Interconnection distance	450km

000 1 15830543/10251767/4294967 198 E-99 5--98 1-4294967199

Page 2 of 7

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 EFApplications@agl.com.au

BPAY®
Billers Code: 12345
Ref: 1234 1234 1234 1234 12

BPAY® - Make this payment via internet or phone banking. **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 1300 657 386 to pay your bill by Visa or Mastercard.
Ref: 1234 1234 1234 1234 12

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

Your account number 1234 1234

Your MIRN 12345123456

Total amount due \$29,533.46

Pay by 4 Mar 2018

Post Billpay



*12345123451234512345

Understanding your usage

8. See your monthly and daily usage at a glance

In this section, it's clear to see how much gas you're using. The monthly graph shows the amount of gas you've used each month (up to and including the last thirteen months) and the daily graph shows your daily usage for each day during the billing period for which your bill applies. You'll also notice a line that runs across the top of the daily graph - this represents the Maximum Daily Quantity (**MDQ**) of gas we need to make available for sale to you, and the maximum amount you can purchase per day at your contracted rates. If you use more than your MDQ, then that additional gas may be charged at a different rate.

These graphs can make it easier for you to evaluate your overall energy consumption from a monthly and daily basis.

9. See how much gas you've used in a month, and the amount of gas you've used for the Contract Year so far

The first table shows your total usage for the month billed on the invoice, and the second table shows the total amount of gas you have used since the start of the Contract Year. This is stated as 'Actual usage contracted YTD.'

10. Identify whether you've consumed gas beyond your contracted daily amount for any day(s) during the month

This table will only appear if you have consumed over your agreed contracted **MDQ** for any day(s) in a billing period. Your Contract MDQ is the Maximum Daily Quantity of gas we need to make available for sale to you, and the maximum amount you can purchase per day at your contracted rates.

If you exceed your MDQ, a Contract Overrun Charge is incurred as per your Agreement.

The way a Contract Overrun Charge is calculated is further set out in item 21 of this document. You can always call us if you'd like to discuss a variation of your MDQ. Please note, if you exceed your MDQ, you may also incur Network Overrun Charges, which will appear as a line item under Network Charges.

11. See all our payment options here

We offer six convenient ways to pay your gas 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 EFApplications@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.

12. Find your payment details here

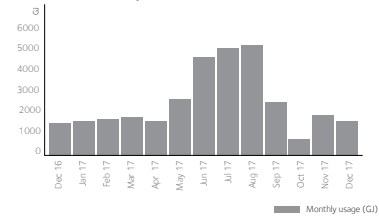
This includes important information such as your account number, the amount due, and the date you must pay by.

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.

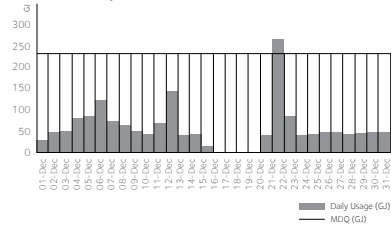
* The tables in this section vary depending on the state in which your site is located. We've included the state abbreviations in blue so you're able to determine which table should appear on your invoice.

Your overall picture

Your monthly usage



Your daily usage



Your usage summary

This month	
Usage this month	1718.67GJ

This year	
Actual usage contracted YTD	33587.96GJ

VIC

Your overrun summary

This month	
Overrun days this month	1
Overrun usage this month	21.98GJ
Overrun charges this month	\$276.62

NSW/QLD/SA/WA

Your overrun summary

This month	
Overrun days this month	10
Overrun usage this month	169.74GJ

13

ALL STATES*

Your contract

Contract details	
ACQ	38075GJ
Min. ACQ%	80%
Min. ACQ	30460GJ

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Contract MDQ	560GJ
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NSW & SA

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AMDQ	0GJ
Distribution UAFG	0.037

WA TARIFF A2 & B1

Contract MDQ	41GJ
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WA TARIFF A2 & B1

Contract MDQ	41GJ
MHQ	3GJ
Interconnection distance	450km

AGL18-463 (09/17)

000 1 15830543/10251767/4294967 198 E-99 5--98 1-4294967199

Page 2 of 7

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 EFApplications@agl.com.au

BPAY®
Biller Code: 12345
Ref: 1234 1234 1234 1234 12

BPAY® - Make this payment via internet or phone banking. **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 1300 657 386 to pay your bill by Visa or Mastercard.

Ref: 1234 1234 1234 1234 12
Payment limit may apply.

MAIL
Send this portion with your cheque made payable to: **AGL Sales Pty Limited**

Locked Bag 20024, Melbourne 3001

Your account number 1234 1234

Your MIRN 12345123456

Total amount due \$29,533.46

Pay by 4 Mar 2018

Post Billpay



Understanding your usage

13. Clearly see your contracted gas consumption quantities

Your Agreement with us for the sale of gas contains and defines a minimum bill obligation, which is a minimum amount you must pay for gas in a Contract Year. This is typically a percentage of your Annual Contract Quantity (ACQ).

The first table in this section shows your:

ACQ – the maximum quantity of gas we are obliged to make available and sell to you, and the maximum amount you are entitled to purchase and consume in each year of your Agreement with us at your contracted rates.

Min ACQ% – is the percentage of ACQ used to calculate your Minimum Bill quantity.

Min ACQ – your annual Minimum Bill quantity, which is the minimum quantity of gas you must purchase in each year of your Agreement with us at your contracted rates.

If you use less gas than the agreed Min ACQ in a Contract Year, you'll be required to pay a Minimum Bill. If you use more gas than your ACQ in a year, additional gas may be charged at a different rate. Please note, if your contract term is less than one year, these values are applied to your Agreement on a pro rata basis.

By comparing these values against your usage summary information (Sections 8 & 9), you can see how you're tracking for the month, and the Contract Year. You can always call us if you'd like to discuss a variation of your ACQ. Refer to your Agreement for more information.

The second table you see in this section varies for each state. That's why we've listed the relevant states just above each of the tables, so you know which applies to your site(s).

For VIC you'll see:

Contract MDQ – the Maximum Daily Quantity of gas we need to make available for sale to you, and the maximum amount you can purchase per day at your contracted rates.

MHQ – the Maximum Hourly Quantity of gas determines the capacity required on the distribution network to service your premises and the type of meter required.

AMDQ – the Authorised Maximum Daily Quantity of gas is a quantity registered with the Australian Energy Market Operator (AEMO). If you see a zero here, AMDQ does not apply to your site.

Distribution UAFG – refers to the difference between the quantity of gas entering the gas distribution system and the gas consumed by customers. Distributors assign the value of Distribution UAFG that applies in their areas. The amount of UAFG varies between distributors. In this example, the distributors UAFG is 0.037, which means that 3.7% of the invoiced gas volume represents UAFG.

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.

* The tables in this section vary depending on the state in which your site is located. We've included the state abbreviations in blue so you're able to determine which tables should appear on your invoice.

Your account in detail

Your account number 1234 1234
 Supply address 123 Sample Street, SAMPLETOWN, VIC, 3000
 Line 2, Sample supply address
 Invoice period 1 Dec 2017 to 31 Dec 2017 (31 days)



14

	Days	Block	Quantity	Rate	Charge
Energy Charges					
Energy Charge			1696.96 GJ	\$11.43971/GJ	\$19,409.65
Contract Overrun Charge					\$276.62
Sub-total excluding GST					\$19,686.27
Network Charges					
Peak Injection Charge			428.9 GJ	\$1.8619/GJ	\$798.58
Withdrawal Charge Tariff D			1718.67 GJ	\$0.3012/GJ	\$517.66
Meter Charges					\$0.00
Distribution System Charge		per GJ of MHQ			\$0.00
TUOS charge					\$5,955.11 cr
Sub-total excluding GST					\$4,638.87 cr
Regulated Charges					
AEMO FRC Charge			1	\$0.0027304/day	\$0.08
AEMO Distribution Meter Fee			1	\$1.1635/day	\$36.07
AEMO Tariff D Fee			1718.67 GJ	\$0.08544/GJ	\$146.84
Sub-total excluding GST					\$182.99
Other Charges					
Retail Service Fee		31 days		\$1.6645/day	\$51.60
Sub-total excluding GST					\$51.60
Adjustments					
Network Charge Adj-DR					\$649.33
Network Charge Adj-DR					\$10,917.28
Sub-total excluding GST					\$11,566.61
Total excluding GST					\$26,848.60
Total GST					\$2,684.86
Total current charges (including GST)					\$29,533.46

Your meter information

Meter type: Interval
 MIRN: 12345123456
 Average heating value: 38.7203
 Max day consumption: 262.98 GJ on 21 Dec 2017

Meter number: 111111

Date	Usage (GJ)		
01/12/2017	35.218807	16/12/2017	1.169967
02/12/2017	46.869637	17/12/2017	1.295949
03/12/2017	52.517328	18/12/2017	1.330732
04/12/2017	84.43243	19/12/2017	1.181291
05/12/2017	91.796363	20/12/2017	40.162921
06/12/2017	111.835025	21/12/2017	262.982044
07/12/2017	80.684116	22/12/2017	90.240586
08/12/2017	62.851215	23/12/2017	35.231546
09/12/2017	50.752162	24/12/2017	37.959527
10/12/2017	45.546616	25/12/2017	43.581388
11/12/2017	66.249741	26/12/2017	43.853008
12/12/2017	131.955186	27/12/2017	37.29315
13/12/2017	38.858658	28/12/2017	40.245622
14/12/2017	41.677608	29/12/2017	41.11159
15/12/2017	20.630453	30/12/2017	39.605742
		31/12/2017	39.552348
		Total usage this period	1718.672756

Your Contract overrun charges

Date	Usage (GJ)	MDQ (GJ)	Actual overrun (GJ)
21/12/2017	262.98	241	21.98
Totals	262.98		21.98

Understanding your charges

For NSW, SA and QLD you'll see:

Contract MDQ – the Maximum Daily Quantity of gas we need to make available for sale to you, and the maximum amount you can purchase per day at your contracted rates.

Network MDQ – the Maximum Daily Quantity of gas determined by (and registered with) the Distributor. It is used in the calculation of Network Charges.

MHQ – the Maximum Hourly Quantity of gas determines the capacity required on the distribution network to service your premises and the type of meter required. In NSW, your MHQ can influence your MDQ. We can discuss this with you at any time if you'd like to know more.

For WA you'll see:

Contract MDQ – the Maximum Daily Quantity of gas we need to make available for sale to you, and the maximum amount you can purchase per day at your contracted rates.

MHQ – the Maximum Hourly Quantity of gas determines the capacity required on the distribution network to service your premises and the type of meter required.

Interconnection distance – measures the shortest distance between the delivery point (your site) and the closest pipeline or storage system that supplies gas into the Network.

The higher this value, the greater impact it may have on Network Charges.

14. Energy Charges

These relate to the actual amount of gas your business has used. The types of Energy Charges applied to your account in a billing period may vary depending on your gas consumption profile, the state in which your site is located and other factors. In this section of the table, you'll always see an Energy Charge, however you may also see a Monthly Fixed Charge (NSW, SA & WA), a Monthly Capacity Charge (QLD) or a Contract Overrun Charge (VIC).



Your account in detail

Your account number 1234 1234
Supply address 123 Sample Street, SAMPLETOWN, VIC, 3000
 Line 2, Sample supply address
Invoice period 1 Dec 2017 to 31 Dec 2017 (31 days)

	Days	Block	Quantity	Rate	Charge
Energy Charges					
Energy Charge			1696.96 GJ	\$11.43971/GJ	\$19,409.65
Contract Overrun Charge					\$276.62
Sub-total excluding GST					\$19,686.27
Network Charges					
15 Peak Injection Charge			428.9 GJ	\$1.8619/GJ	\$798.58
Withdrawal Charge Tariff D			1718.67 GJ	\$0.3012/GJ	\$517.66
Meter Charges					\$0.00
Distribution System Charge		per GJ of MHQ			\$0.00
TUOS charge					\$5,955.11 cr
Sub-total excluding GST					\$4,638.87 cr
Regulated Charges					
16 AEMO FRC Charge			1	\$0.0027304/day	\$0.08
AEMO Distribution Meter Fee			1	\$1.1635/day	\$36.07
AEMO Tariff D Fee			1718.67 GJ	\$0.08544/GJ	\$146.84
Sub-total excluding GST					\$182.99
Other Charges					
17 Retail Service Fee			31 days	\$1.6645/day	\$51.60
Sub-total excluding GST					\$51.60
Adjustments					
18 Network Charge Adj-DR					\$649.33
Network Charge Adj-DR					\$10,917.28
Sub-total excluding GST					\$11,566.61
Total excluding GST					\$26,848.60
19 Total GST					\$2,684.86
Total current charges (including GST)					\$29,533.46

Your meter information

Meter type: Interval
 MIRN: 12345123456
 Average heating value: 38.7203
 Max day consumption: 262.98 GJ on 21 Dec 2017

Meter number: 111111

Date	Usage (GJ)		
01/12/2017	35.218807	16/12/2017	1.169967
02/12/2017	46.869637	17/12/2017	1.295949
03/12/2017	52.517328	18/12/2017	1.330732
04/12/2017	84.43243	19/12/2017	1.181291
05/12/2017	91.796363	20/12/2017	40.162921
06/12/2017	111.835025	21/12/2017	262.982044
07/12/2017	80.684116	22/12/2017	90.240586
08/12/2017	62.851215	23/12/2017	35.231546
09/12/2017	50.752162	24/12/2017	37.959527
10/12/2017	45.546616	25/12/2017	43.581388
11/12/2017	66.249741	26/12/2017	43.853008
12/12/2017	131.955186	27/12/2017	37.29315
13/12/2017	38.858658	28/12/2017	40.245622
14/12/2017	41.677608	29/12/2017	41.11159
15/12/2017	20.630453	30/12/2017	39.605742
		31/12/2017	39.552348
		Total usage this period	1718.672756

Your Contract overrun charges

Date	Usage (GJ)	MDQ (GJ)	Actual overrun (GJ)
21/12/2017	262.98	241	21.98
Totals	262.98		21.98

Understanding your charges

15. Network Charges

These charges relate to services performed by your Distributor in connection with the delivery of gas through the Network. Your Distributor is responsible for the gas pipes, meters and the reliability of gas 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 described in your Agreement. However, some common charges you could see on your invoice may include Meter Charges, and Demand Charges. For Victorian sites, costs passed through by the Transmission Company are also included – these are shown as Withdrawal and Peak Injection Charges.

16. Regulated Charges (VIC only)

These are market charges (specific to VIC bills only), mandated by AEMO and may include the AEMO FRC Charge, AEMO Distribution Meter Fee and AEMO Tariff D/V Fee.

17. Other Charges

These may include any charges not already covered in the Energy Charges, Network Charges or Regulated Charges sections, such as certain market charges or service charges. Depending on the state in which your site is located, this may include a Retail Service Fee (all states), E&REC VEET (VIC), STTM Activity Charge (NSW, SA & QLD), Contract Overruns (NSW, SA, QLD & WA), E&REC REPS (SA), Interest Charges (all states) or Energy Services charges (all states).

18. Adjustments

Includes any adjustment we may need to make to your account. There are various reasons that may require us to apply an adjustment.

19. Total current charges

This equates to the total charges for the current supply period. The exclusive of GST amount 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** during business hours, Monday to Friday and we'll be happy to help.



Your account in detail

Your account number 1234 1234
Supply address 123 Sample Street, SAMPLETOWN, VIC, 3000
 Line 2, Sample supply address
Invoice period 1 Dec 2017 to 31 Dec 2017 (31 days)

	Days	Block	Quantity	Rate	Charge
Energy Charges					
Energy Charge			1696.96 GJ	\$11.43971/GJ	\$19,409.65
Contract Overrun Charge					\$276.62
Sub-total excluding GST					\$19,686.27
Network Charges					
Peak Injection Charge			428.9 GJ	\$1.8619/GJ	\$798.58
Withdrawal Charge Tariff D			1718.67 GJ	\$0.3012/GJ	\$517.66
Meter Charges					\$0.00
Distribution System Charge		per GJ of MHQ			\$0.00
TUOS charge					\$5,955.11 cr
Sub-total excluding GST					\$4,638.87 cr
Regulated Charges					
AEMO FRC Charge			1	\$0.0027304/day	\$0.08
AEMO Distribution Meter Fee			1	\$1.1635/day	\$36.07
AEMO Tariff D Fee			1718.67 GJ	\$0.08544/GJ	\$146.84
Sub-total excluding GST					\$182.99
Other Charges					
Retail Service Fee		31 days		\$1.6645/day	\$51.60
Sub-total excluding GST					\$51.60
Adjustments					
Network Charge Adj-DR					\$649.33
Network Charge Adj-DR					\$10,917.28
Sub-total excluding GST					\$11,566.61
Total excluding GST					\$26,848.60
Total GST					\$2,684.86
Total current charges (including GST)					\$29,533.46

Your meter information

Meter type: Interval
 MIRN: 12345123456
 Average heating value: 38.7203
 Max day consumption: 262.98 GJ on 21 Dec 2017

Meter number: 111111

Date	Usage (GJ)		
01/12/2017	35.218807	16/12/2017	1.169967
02/12/2017	46.869637	17/12/2017	1.295949
03/12/2017	52.517328	18/12/2017	1.330732
04/12/2017	84.43243	19/12/2017	1.181291
05/12/2017	91.796363	20/12/2017	40.162921
06/12/2017	111.835025	21/12/2017	262.982044
07/12/2017	80.684116	22/12/2017	90.240586
08/12/2017	62.851215	23/12/2017	35.231546
09/12/2017	50.752162	24/12/2017	37.959527
10/12/2017	45.546616	25/12/2017	43.581388
11/12/2017	66.249741	26/12/2017	43.853008
12/12/2017	131.955186	27/12/2017	37.29315
13/12/2017	38.858658	28/12/2017	40.245622
14/12/2017	41.677608	29/12/2017	41.11159
15/12/2017	20.630453	30/12/2017	39.605742
		31/12/2017	39.552348
		Total usage this period	1718.672756

21 Your Contract overrun charges

Date	Usage (GJ)	MDQ (GJ)	Actual overrun (GJ)
21/12/2017	262.98	241	21.98
Totals	262.98		21.98

Understanding your charges

20. Your meter type and daily gas consumption information

Here, you'll easily find your:

Meter type – shows the type of meter installed at your site. This will either be an 'interval' or 'basic' meter.

MIRN/DPI – your Meter Identification Registration Number or DPI (Delivery Point Identifier) for NSW sites. You may be asked for this number when on the phone with us.

Average heating value – a factor used in the conversion of metered gas volumes to the energy equivalent (MJ/GJ). Heating value is averaged each day and assigned to zones on the network.

Max day consumption – provides details of the day with the highest consumption during a billing period. This subheading will only appear if you have an interval meter with telemetry installed.

The table in this section shows the quantity of gas used at your site for every day during the billing period. The quantity consumed is measured in GJ in VIC, NSW and QLD, and in MJ in SA and WA.

If you have a basic meter installed at your site, the table you see will be different to the one shown. Your table will include a 'Previous reading,' which is the number read from the meter's dials or odometer at the end of the previous billing period and your 'Current reading,' which is the number read from the meter's dials or odometer at the end of the current billing period. The table also shows consumption in 'Total usage this period.'

21. A closer, more in depth look at any excess gas consumption in a billing period

This table will only appear if you have consumed more than your agreed Contract MDQ for any day(s) in a given billing period. You can always call us if you'd like to discuss a variation of your MDQ.

The table shows date(s) and the excess quantity of gas consumed on that date that caused Contract Overrun Charges to be applied to your account.

A Contract Overrun Charge is calculated using the rate applicable to overruns as described in your Agreement and the quantity of gas withdrawn at a Delivery Point in excess of the MDQ (and not approved prior by both AGL and the Network Operator). The overrun calculation method or rate can vary depending on the state and your Agreement.

For Victorian customers, Contract Overrun Charges are shown under the 'Energy Charges' section of 'Your account in detail' table (usually on page 2 of your bill). For all other customers, Contract Overrun Charges are shown under the 'Other Charges' section of the table.

Your account in detail

Your account number 1234 1234
Supply address 123 Sample Street, SAMPLETOWN, VIC, 3000
 Line 2, Sample supply address
Invoice period 1 Dec 2017 to 31 Dec 2017 (31 days)



	Days	Block	Quantity	Rate	Charge
Energy Charges					
Energy Charge			1696.96 GJ	\$11.43971/GJ	\$19,409.65
Contract Overrun Charge					\$276.62
Sub-total excluding GST					\$19,686.27
Network Charges					
Peak Injection Charge			428.9 GJ	\$1.8619/GJ	\$798.58
Withdrawal Charge Tariff D			1718.67 GJ	\$0.3012/GJ	\$517.66
Meter Charges					\$0.00
Distribution System Charge		per GJ of MHQ			\$0.00
TUOS charge					\$5,955.11 cr
Sub-total excluding GST					\$4,638.87 cr
Regulated Charges					
AEMO FRC Charge			1	\$0.0027304/day	\$0.08
AEMO Distribution Meter Fee			1	\$1.1635/day	\$36.07
AEMO Tariff D Fee			1718.67 GJ	\$0.08544/GJ	\$146.84
Sub-total excluding GST					\$182.99
Other Charges					
Retail Service Fee			31 days	\$1.6645/day	\$51.60
Sub-total excluding GST					\$51.60
Adjustments					
Network Charge Adj-DR					\$649.33
Network Charge Adj-DR					\$10,917.28
Sub-total excluding GST					\$11,566.61
Total excluding GST					\$26,848.60
Total GST					\$2,684.86
Total current charges (including GST)					\$29,533.46

22

Your meter information

Meter type: Interval
 MIRN: 12345123456
 Average heating value: 38.7203
 Max day consumption: 262.98 GJ on 21 Dec 2017

Meter number: 111111

Date	Usage (GJ)		
01/12/2017	35.218807	16/12/2017	1.169967
02/12/2017	46.869637	17/12/2017	1.295949
03/12/2017	52.517328	18/12/2017	1.330732
04/12/2017	84.43243	19/12/2017	1.181291
05/12/2017	91.796363	20/12/2017	40.162921
06/12/2017	111.835025	21/12/2017	262.982044
07/12/2017	80.684116	22/12/2017	90.240586
08/12/2017	62.851215	23/12/2017	35.231546
09/12/2017	50.752162	24/12/2017	37.959527
10/12/2017	45.546616	25/12/2017	43.581388
11/12/2017	66.249741	26/12/2017	43.853008
12/12/2017	131.955186	27/12/2017	37.29315
13/12/2017	38.858658	28/12/2017	40.245622
14/12/2017	41.677608	29/12/2017	41.11159
15/12/2017	20.630453	30/12/2017	39.605742
		31/12/2017	39.552348
		Total usage this period	1718.672756

Your Contract overrun charges

Date	Usage (GJ)	MDQ (GJ)	Actual overrun (GJ)
21/12/2017	262.98	241	21.98
Totals	262.98		21.98

Understanding your charges

22. Example calculations you may find useful

Retail Service Fee - As applied to 'per Year' charges

This charge covers AGL's fee for providing retail services associated with the management of your gas contract arrangements. It is calculated using the 'per Day' rate and the number of days in the invoice period.

Calculations for a site with a Retail Service Fee of \$1.6645 per day is shown below.

Retail Service Fee Charge = Quantity (31 Days) x Retail Service Fee Charge \$1.6645/Day.

Retail Service Fee = 31 x \$1.6645/Day = \$51.60.

Important to note

Price changes that may apply

On 1 January of each year, AGL applies the published CPI change to your energy rates. These changes, if they apply, are in line with the terms of your Agreement. Notices advising of the changes are generally sent with the first bill you receive for your December energy consumption (for the previous calendar year).

Please note, if you signed an Agreement with us just prior to January (for example, in December in the previous calendar year), your bill for January energy usage will have the new CPI adjusted rates applied. The CPI adjusted rates may be different to the rates shown in your Agreement.

Default Rates and when they may apply

Please note, if you consume gas outside of your contracted Pricing Term or contracted quantities, Default Rates may apply. Default Rates are published on AGL's website and are likely to be significantly higher than your contracted rates.

Minimum bill obligation you should be aware of

Your Agreement with us for the sale of gas contains and defines a minimum bill obligation, which is a minimum amount you must pay for gas in a Contract Year. This is typically a percentage of your Annual Contract Quantity (ACQ).

If you use less gas than the agreed minimum bill quantity in a contract year, you'll be required to pay a Minimum Bill. If you use more gas than your ACQ in a contract year, then that additional gas may be charged at a different rate.

To help you manage this, you can always review these details on your most current bill to see how you're tracking (see section 13 of this document).

You can get in touch to discuss a possible variation to your ACQ and/or work with us to minimise your Minimum Bill liability. We're here to help, so please call us on **1300 793 477** during business hours, Monday to Friday.

Glossary of terms

Charge Item	Description	Applicable State
ACQ	See section 13	ALL
Actual usage Contracted YTD	See section 9	ALL
Adjustments	Details of any adjustments to an account relating to previous invoice periods.	ALL
AEMO Distribution Meter Fee	Fee for management of Meter Data charged by Market Operator AEMO.	VIC
AEMO FRC Charge	Fee for costs associated with Full Retail Contestability charged by Market Operator AEMO.	VIC
AEMO Tariff D Fee	Operational costs for premises on a Demand based tariff charged by Market Operator AEMO.	VIC
AEMO Tariff V Fee	Operational costs for premises on a Volume based tariff charged by Market Operator AEMO.	VIC
AGN Demand Charge - <Zone Name>	Network Charge for Capacity based supply to a Premises where cost structure is MDQ related.	QLD & SA
AMDQ	See section 13 (VIC only)	VIC
APT Demand Charge - <Zone Name>	Network Charge for Capacity based supply to a Premises where cost structure is MDQ related.	QLD
APT Demand Charge - <Zone Name> MHQ	Network Charge for Capacity based supply to a Premises based on allocated MHQ volume.	QLD
Average Heating value	A factor used in the conversion of metered Gas volumes to the energy equivalent (MJ/GJ).	ALL
Central West Pipeline Charge	Charge incurred by Customers connected via Central West Pipeline in Country NSW.	NSW
Contract MDQ	See section 10	ALL
Contract Overrun Charge	See section 21	ALL
Contract Year	A year of your Agreement with us calculated from its commencement date.	ALL
Country Distance Unit	The straight line distance from the Country Receipt Point to the Supply point for premises in Country NSW.	NSW

Charge Item	Description	Applicable State
Default Rates	Means the rate published at www.agl.com.au that AGL has determined would be necessary to protect AGL or a Related Body Corporate from potential market exposures to certain withdrawals of gas by a customer, including the costs of acquiring and transporting gas in the market and selling that gas to the Customer at a reasonable margin and allowances for market constraints and fluctuations, and which will change from time to time by publication on the AGL website.	ALL
Delivery Point	Means a point at which gas is withdrawn from the Network by the customer, being the inlet flange of the receipt facilities at a delivery point.	ALL
Demand Charge	Network Charge for Capacity based supply to a Premises where cost structure is MDQ related.	NSW
Demand Throughput	Network Charge for Throughput based supply to a Premises where cost structure is volume related.	NSW
Distribution System	Means the pipe or network of pipes, meters and associated controls and equipment through which a Distributor transports, controls, manages and delivers gas to a Delivery Point.	ALL
Distributor	Means a person who operates a Distribution System and is responsible for transporting gas through the Distribution System to a Delivery Point.	ALL
Distribution UAFG	See section 13 (VIC only)	VIC
Distribution System Charge	Charge for use of the Gas Distribution Network System.	VIC
E&REC VEET	Charge incurred to meet requirements of the Victorian Energy Efficiency Target scheme.	VIC
Energy Charge	See sections 2 and 14	ALL
Energy Services Charges	See section 17	ALL
Interest Charge	Interest Charge incurred calculated on Overdue amount of the account.	ALL
Maximum daily consumption	Provides details of highest daily consumption during the invoicing period.	ALL
Merchant Service Fee	Charge incurred for processing invoice payment via Credit Card.	ALL
Meter Charges	Charge for the Gas Metering Equipment provided by the Network Operator.	VIC

Glossary of terms (cont'd)

Charge Item	Description	Applicable State
Meter type: Basic	Metering equipment records accumulated readings of Gas consumption.	ALL
Meter type: Interval	Metering equipment captures incremental consumption readings during each day.	ALL
Metering Equipment Charge	Charge for the Gas Metering Equipment provided by the Network Operator.	NSW
MHQ	See section 13	ALL
Min ACQ	See section 13	ALL
Min ACQ%	See section 13	ALL
Minimum Bill	The charge calculated in accordance with your Agreement to cover the shortfall between the actual usage in a Contract Year and the Min ACQ.	ALL
Monthly Capacity Charge	Monthly Fee for the reservation of Capacity in Transmission network - based on Contract MDQ.	QLD
Monthly Fixed Charge	Monthly Fee for the reservation of Capacity in Transmission network - based on Contract MDQ.	NSW
Negotiated Network Charge	Specific Network Charge for Premises where a negotiated rate exists.	ALL
Network	Means the Transmission System, the Distribution System and storage facilities, meters and associated controls and equipment through or by which gas is transported, stored, managed and delivered to a Delivery Point.	ALL
Network Operator	Means a person who operates all or any part of the Network and, for the avoidance of doubt, includes storage facility operators.	ALL
Network Charges	See sections 2 and 15	ALL
Network MDQ	See section 13	ALL
Network Overrun Charge	Charge incurred for exceeding the Network MDQ as charged by the Network Operator.	SA & QLD
Other Charges	See section 2 and 17	ALL

Charge Item	Description	Applicable State
Peak Injection Charge	Market Charge for providing additional Gas volume into the Transmission network.	VIC
Pressure Reduction Charge	Charge applied for management of pressure reduction equipment for regional network distribution.	NSW
Pricing Term	Means the period of supply during which the rates set out in your contract apply.	ALL
Regulated Charges	See section 2 and 16	ALL
Renewable Energy – REPS Charge	Charge incurred to meet requirements of the South Australia Retailer Energy Productivity scheme (REPS).	SA
Retail Service Fee	See section 22	ALL
STTM Activity Charge	Charge to cover the Short Term Trading Market Activity costs charged by Market Operator AEMO.	NSW, QLD & SA
Transmission Company	Means the owner of the Transmission System in Victoria.	VIC
Transmission System	Means a high pressure pipe or system of pipes, meters and associated controls and equipment through which a transmission system operator transmits gas.	ALL
Usage this month	Details consumption at a premises in MJ/GJ for the month.	ALL
Withdrawal Charge Tariff D	Charge for use of Gas Transmission Network for premises on a Demand based tariff arrangement.	VIC
Withdrawal Charge Tariff V	Charge for use of Gas Transmission Network for premises on a Volume based tariff arrangement.	VIC