



# Your collective bill explained

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 questions or you'd like to request collective billing, call us on **1300 793 477**.

## Contents

How collective billing works	01
Your PDF invoice	02
Your Excel invoice	09

## How collective billing works

You can request collective billing if you have between 10 and 200 sites (inclusive) that are signed up to either AGL electricity or AGL gas in one state. For example, if you have 150 sites in Victoria signed up to AGL electricity, you can request 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.

If your collective billing request is accepted, invoices will be issued monthly and only include site reads that have been received for that month, so not all individual accounts will be billed every month. You'll receive a separate collective invoice (by fuel type) for any interstate sites where you have 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 request collective billing, email us at [businesscustomers@agl.com.au](mailto:businesscustomers@agl.com.au) or call our Customer Service team on **1300 793 477**. If your request is accepted, you'll receive your AGL collective bills via email.

AGL may cancel your collective billing arrangement at any time with prior written notice to you.

## We're here to help

If you have any questions, email us at [businesscustomers@agl.com.au](mailto:businesscustomers@agl.com.au) or call our Customer Service team on **1300 793 477** during business hours.

## 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 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. The parent account number can be found at the top of your parent bill under 'Account details' and at the top of the remittance advice slip.

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

# Your PDF invoice – overarching account

This section refers to your overarching or parent account.

## 1. Your fuel type

This shows what fuel type your bill is for.

## 2. Your account details

Your account number is specific to your AGL account and is the overarching (or parent) account number. This is the number linked to your individual (or child) site-based account numbers. You should quote your parent account number when you contact us with any queries.

## 3. We're here to help

For queries about your accounts, or for tailored assistance and advice, visit [agl.com.au/business](https://agl.com.au/business), email [businesscustomers@agl.com.au](mailto: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, we've made it easy to find the contact number for your distribution company.

## 4. Company address

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

If you need to make any changes to your billing details, including updating the email address we send your bill(s) to, email us at [businesscustomers@agl.com.au](mailto:businesscustomers@agl.com.au) or call us on **1300 793 477** during business hours.

## 5. Your account summary

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

## 6. Clearly see what to pay and when

This shows the amount you need to pay and the payment date or when your Direct Debit is due. Any overdue amounts will also be displayed here.

## 7. Choose how to pay your bill

We offer several ways to pay your bill, including Direct Debit, which take the hassle out of paying your bills and help ensure you always pay your bills on time.

## 8. Find your reference number

In the centre of the payment slip you'll find your reference number. You'll need to quote this, when requested, for some payment methods.

The image shows a sample PDF invoice for electricity. It features the AGL logo at the top left. The bill is addressed to 'Sample Business' at '123 Sample Street, Sampletown VIC 3000'. The issue date is '1 Oct 2023'. The account number is '8888 88XX'. The bill is for 'Electricity'. The account details section includes the name 'Sample Business', account number '8888 88XX', and tax invoice information. A 'Need help?' section provides support, enquiries, or complaints at [agl.com.au/business](https://agl.com.au/business) or 1300 793 477. The electricity account summary table shows a previous balance of \$10,500.00 cr, a payment of \$10,500.00 cr, and a balance brought forward of \$0.00 cr. Usage and supply charges are \$8,000.00 cr, and total other charges are \$2,000.00 cr, resulting in an amount due of \$10,000.00. The due date is 31 Oct 2023. The 'How to pay' section lists options: Direct Debit, Visa or Mastercard, EFT, Mail, Post Billpay, and Biller Code. The reference number is XXXX XXXX XXXX XXXX XXXX. The footer includes the AGL Sales Pty Ltd ABN 88 090 538 337.

1 Electricity

2 Account details

3 Need help?

4

5 Electricity account summary

6 Amount due

7 How to pay

8 Reference number XXXX XXXX XXXX XXXX XXXX

## Further information

### Manage your communication preferences

If you don't want to receive marketing information about AGL products and services, including discounts or special offers, visit [agl.com.au/donotcontact](https://agl.com.au/donotcontact)

### Your solar feed-in Recipient Created Tax Invoice Agreement

To view the Agreement visit [agl.com.au/RCTIAgreement](https://agl.com.au/RCTIAgreement)

## Assistance and support services

### Payment difficulties?

If you are having difficulty paying this bill, please call us on **133 835** to find out about available payment options.



### Hearing/speech impaired

Call us on **133 677** and quote 1300 664 358.



### Need an interpreter?

Talk to someone in your language. Call us on **1300 307 245**.

هل نحتاج إلى مترجم شفهي؟ اتصل على الرقم الوردي أعلاه  
需要一位翻译？拨打上面的电话

Hai bisogno di un interprete? Chiama il numero sopra

통역 서비스가 필요하신가요? 상담의 번호로 전화해 주세요.  
Cần thông dịch viên? Hãy gọi số trên



## 9. More information for you

You'll find plenty of useful information in this section, including where to find more information about how to manage your communication preferences and other important service messages.



Billing summary

Account number: 8888 88XX  
 For the period ending 1 Oct 2023  
 This is not a tax invoice.

Account name: Sample Business

Faults and emergencies: Ausgrid on 131 280.

Account number	Parental Meter ID (if any)	Supply address	From	To	Bill days	Bill description	Usage charges (incl. GST)	Supply charges (incl. GST)	GST on usage and supply charges	Other charges (incl. GST)	GST on other charges	Total amount (incl. GST)	GST net adjustment	Reading type	Peak kWh	Controlled load and off peak kWh	Shoulder kWh	Billed demand kW	Actual demand kW	Reversal reason	
7857 XXX XXX	440000000004	27 XXX XXXX XXXXX XXXXX XXXXX XXX XXXX	31 Aug 2023	30 Sep 2023	31	New Bill	\$300.00	\$30.00	\$33.00	\$502.73 <sup>ur</sup>	\$50.27 <sup>ur</sup>	\$3,000.00	\$272.73	Actual	5,600	1,600					
7857 XXX XXX	440000000004	1 XXX XXXX XXXXX XXXXX XXXXX XXX XXXX	10 May 2023	10 Aug 2023	01	New Bill	\$1,728.18	\$90	\$91.82	\$5.00	\$0.00	\$2,000.00	\$181.82	Actual	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx				
7857 XXX XXX	440000000004	1 XXX XXXX XXXXX XXXXX XXXXX XXX XXXX	10 May 2023	10 Aug 2023	01	Reversed Bill	\$90 <sup>ur</sup>	\$90 <sup>ur</sup>	\$18 <sup>ur</sup>	\$5.00	\$0.00	\$198 <sup>ur</sup>	\$18 <sup>ur</sup>	Estimated	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx			BILL CORRECTION	

### 10. 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.

Please note: Your bill will not include the billing summary page unless specifically requested. The details relating to each of your child accounts are already included in the Excel spreadsheet. To request the billing summary be added to your PDF bill, email us at [businesscustomers@agl.com.au](mailto:businesscustomers@agl.com.au) and quote the parent account number.



Balance summary

Account number: 8888 88XX

Account number	National Metering Identifier (NMI)	Supply address	Balance brought forward	New charges	Total amount due
<b>Accounts included in this bill:</b>					
7057 5XX XXX	440000000XX	27 XXX XXXX XXXXX XXXXX XXXXX XXX XXXX	\$0.00	\$3,000.00	\$3,000.00
7057 5XX XXX	440000000XX	1 XXX XXXX XXXXX XXXXX XXXXX XXX XXXX	\$0.00	\$7,000.00	\$7,000.00
<b>Active accounts not included in this bill:</b>					
7057 5XX XXX	440000000XX	33 XXX XXXX XXXXX XXXXX XXXXX XXX XXXX	\$1,000.00cr	\$0.00	\$1,000.00cr
<b>Finalised accounts with an open balance:</b>					
7057 5XX XXX	440000000XX	171 XXX XXXX XXXXX XXXXX XXXXX XXX XXXX	\$1,000.00	\$0.00	\$1,000.00
<b>Totals</b>			<b>\$0.00</b>	<b>\$10,000.00</b>	<b>\$10,000.00</b>

11

12

13

## Balance summary

This section shows key information about each of the child accounts associated with the overarching parent account.

This summary includes the balance brought forward, new charges and total amounts due for each individual site.

It also clarifies which child accounts have been included in this bill.

### 11. Accounts included in the bill

This section provides a summary of the child accounts that form part of the new charges in this bill, as well as showing any prior balances.

### 12. Active accounts not included with this bill

In this section are child accounts that were not due to bill at the time this invoice was created. They do not have new charges calculated, but do have prior outstanding amounts.

### 13. Finalised accounts with outstanding balances

In this section are child accounts that have been final billed and still have amounts outstanding.



Sample Business  
Sam Sample  
123 Sample Street  
Samletown VIC 3000

**Electricity bill for supply address:**  
12304/123, Sample Street  
Sample Town



**Account details**

Issue date  
1 Oct 2023  
Name  
Sample Business  
ABN Account number  
88 XXX XXX XXX 7057 SXX XXX  
National Metering Identifier (NMI)  
440000000XX  
Final bill

**Need help?**

Support, enquiries or complaints  
[agl.com.au/business](http://agl.com.au/business) or **1300793477**  
Faults or emergencies  
Ausgrid on **131 388** 24 hours a day  
Energy and Water Ombudsman  
**1800 246 545**

**Comparing plans**

To compare plans, visit the  
Energy Made Easy website at  
[www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

**New charges**

**\$3,000.00**

**Due date**

**31 Oct 2023**

AGL Sales Pty Ltd ABN 88 090 538 337 – this is not a tax invoice.

**How to pay**

**Direct Debit**  
Sign up to Direct Debit at  
[agl.com.au/payments](http://agl.com.au/payments)  
or call **131 245**.

**Visa or Mastercard**  
Online: [agl.com.au/payments](http://agl.com.au/payments)  
Phone: **1300 657 386**  
Max \$1,000 per transaction.

**Biller Code: XXXX**  
**Ref:** Refer to page 1  
Make this payment from your preferred account.

**EFT**  
Please request application  
for EFT set up with AGL via  
[EFTapplications@agl.com.au](mailto:EFTapplications@agl.com.au)

Please refer to page 1 for total amount due.

**Mail**  
Send your cheque along with the  
payment slip on page 1 to:  
**AGL Sales Pty Limited**  
**GPO Box 2220, Sydney 2001**

**Post Billpay®**  
Make a Post Billpay® payment.  
Online: [postbillpay.com.au](http://postbillpay.com.au)  
Phone: **131 816**. In person at any  
Post Office. Billpay Code: 3201  
Refer to page 1 for barcode.

15

# Your PDF invoice – individual site

This section refers to your individual sites, known as your child accounts.

## 14. Your supply details

Here you'll find the supply address for the individual site.

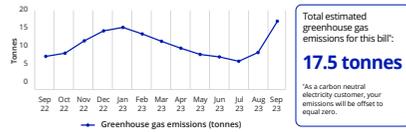
## 15. Meter identification number

On your bill there will be a unique number. This may be called a National Metering Identifier (NMI), Meter Identification Reference Number (MIRN) or a Delivery Point Identifier (DPI). This depends on whether it is for your gas or electricity, and which state your site is in. This number 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).

14

16

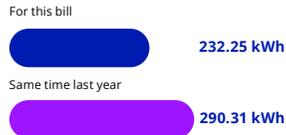
Greenhouse gas emissions (tonnes)



compare.energy.vic.gov.au

17

Average daily usage



18

Understand your bill

Electricity charges are based on an actual meter reading.

Bill period: 31 Aug 2023 to 30 Sep 2023 (31 days)

Energy plan: Multisite Plan

19

New charges and credits

Usage and supply charges	Time of use	Units	Price	Amount
Peak usage	6am - 10pm (Mon-Fri)	5,600 kWh	\$0.5000	\$2,800.00
Off peak usage	All other times	1,600 kWh	\$0.2500	\$400.00
Supply charge	Daily	31 Days	\$0.9677	\$30.00

Total usage and supply charges **\$3,230.00**

Other charges

Carbon Neutral contribution **\$10.00**

Solar export	Time of use	Units	Price	Amount
Feed-in Tariff	All times	1,139.39 kWh	\$0.45	\$512.73 cr
<b>Total other charges</b>			-	<b>\$502.73 cr</b>

Total new charges and credits (excluding GST) = **\$2,727.27**

Total GST + **\$272.73**

Total new charges and credits (including GST) = **\$3,000.00**

New charges = **\$3,000.00**

All items are subject to GST.

21

Assistance and support services

Payment difficulties?

If you are having difficulty paying this bill, please call us on **133 835** to find out about available payment options.

Need an interpreter?

Talk to someone in your language. Call us on **1300 307 245**.

**Hearing/speech impaired**  
Call us on **133 677** and quote **1300 664 358**.

هل تحتاج إلى مترجم شفهي؟ اتصل على الرقم الوردي أعلاه  
需要一位翻译？拨打上面的电话  
Hai bisogno di un interprete? Chiama il numero sopra  
통역 서비스가 필요하신가요? 상담의 번호로 전화해 주세요.  
Cần thông dịch viên? Hãy gọi số trên

16. 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 shows your estimated greenhouse gas emissions for each applicable month (up to a maximum of 13 months).

17. Your average daily usage

This graph shows how much energy you used per day during this period, compared to the same time last year.

How we've worked out your bill

We've broken down your charges into a simple structure, so you can better understand how we've worked out your bill.

18. How we've calculated your usage

Here you'll find whether an actual read or an estimation of your usage has been used. Sometimes we might need to estimate your energy usage, rather than bill you on actual usage data. We'll give you more information on how to submit your own meter read if this applies to you.

To find out more about estimated bills, visit [agl.com.au/estimatedbills](http://agl.com.au/estimatedbills)

20. How we've calculated your charges and credits

The new charges and credits section is divided into units and prices for this billing period. Time of use shows the time of day that the unit prices apply to. We list the new charges for your electricity or gas supply and usage, plus any credits, discounts, solar export and adjustments we've applied to this bill. For Victorian customers all dollar amounts will be GST inclusive, while other states will show both GST exclusive and GST inclusive pricing.

19. View your bill period

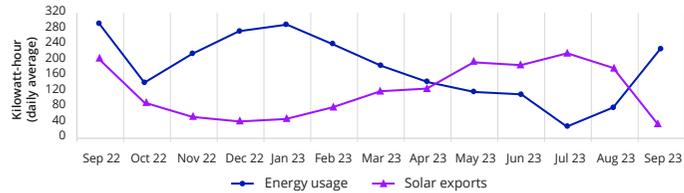
This information is about important dates covered by this bill.

21. Get help and support

Here you'll find information about payment assistance and interpreters for getting help in your language.

22

Understand your usage and export



## 22. How much energy are you using?

This graph explains how much gas or electricity you have used over the past 12 months (unless you've joined recently). The blue line in the graph shows your monthly energy usage, while the purple line shows your energy export to the grid. This purple line will only appear if you have solar.

23

Meter details

Meter number	Read date	Read type	Rate description	Start read	End read	Usage kWh
654321	30 Sep 23	Actual	Peak	3,063	8,663	5,600
654321	30 Sep 23	Actual	Off peak	2,020	3,620	1,600
654321	30 Sep 23	Actual	Peak	400	1539.39	1,139.39

Your next meter read is due between **28 Oct 23** and **3 Nov 23**. Please ensure easy access to your meter on these days.

## 23. Find your meter read details here

In this section you'll find your meter read details. These are used to calculate your energy bill for the billing period. If you have a smart meter, your bills will be calculated using half-hourly intervals of data provided to us. Under this table, you may also find important messages about your meter, including your next scheduled meter read date, or any issues encountered when gaining access to your site.

