

Sam Sample 123 Sample Street Sampletown VIC 3000

Hi Sam,

Here's your monthly electricity bill for supply address:

12304/123 'The sampletown' Sampletown Sample St, SampletownSample Town

5 0

Comparing plans

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

The Victorian Default Offer is a reasonably priced electricity offer set by Victoria's independent regulator.

The Victorian Default Offer is a reasonably priced electricity offer set by Victoria's independent regulator. Contact us on 131 245 to discuss the suitability of this plan for you.

The above message is required by Victorian energy regulations. Please refer to the end of your bill to find out more about how we've calculated this Electricity

3

8 Your details

Issue date 5 Apr 2023 Name

Name Sam Sample Account number 123 4567 891X

National Metering Identifier (NMI) 610200000XX

Tax Invoice

Need help?

Support, enquiries or complaints agl.com.au/help or 131 245 Faults or emergencies Citipower on 131 280 24 hours a day Energy and Water Ombudsman 1800 500

Amount due

\$63.70

Due date

23 Apr 2023

AGL Sales Pty Ltd ABN 88 090 538 337









Reference number XXXX XXXX XXXX XXXX XXXX

Biller Code: XXXX
Ref: XXXX XXXX XXXX XXXX

Make this payment from your preferred account.

Centrepay
Eligible residential customers can visit
servicesaustralia.gov.au/centrepay
AGL Centrepay CRN: 000-000-000-0

Mail
Send your cheque along with the reverse of this section to:
AGL Sales Pty Limited
GPO Box 2220, Sydney 2001

Post Billpay® Make a Post Billpay® payment. Online: postbillpay.com.au Phone: 131 816. In person at any Post Office. Billpay Code: 3201



Your AGL energy bill explained

1. Your fuel type

This shows what fuel type your bill is for.

2. Your account details

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

3. We're here to help

If you need to make any changes to your personal details, it's easy to do so at any time on **My Account** or the **AGL app**.

For queries about your account, or for tailored assistance and advice, visit **agl.com.au/help** or call us

If you experience a power outage or an unexpected loss of energy supply to your property, we've made it easy for you to find the contact number for your distribution company.

4. 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.

If you are on Bill Smoothing, you'll see your instalment amount and frequency.

5. Could you save money on another plan?

We'll regularly check our generally available plans against your past energy use to see if you're on one of our low-cost plans.

We'll let you know if another AGL plan could save you more and how much you may save by switching. If you're already on one of our low-cost plans, we'll let you know that too.

6. Key information about your bill

Here you'll find out whether this is an electricity or gas bill, how often we send your bill and the supply address.

7. Choose how to pay your bill

We've also made it easy for you to pay your bill online at **agl.com.au/payments** or on the **AGL app**.

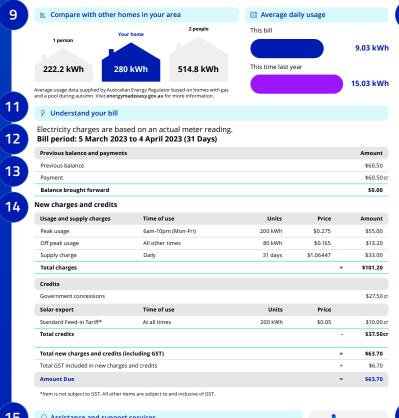
We offer several ways to pay your bill including Direct Debit, which takes the hassle out of paying your bills and helps ensure you always pay your bills on time.

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 barcode can be scanned to record your payment.

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.



16

ag

\$63.70

23 Apr 2023

XXXX XXXX XXXX XXXX XXXX

10

Assistance and support services

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 or call 131 245. Hearing/speech impaired. Call us on 133 677 and quote 1300 664 358.

Need help to read your bill? Visit agl.com.au/languageguides for help in your language.

Need an interpreter? Talk to someone in your language. Call us on 1300 307 245.

هل تحتاج إلى مترجم شفهي؟ اتصل على الرقم الوارد أعلاه 需要一位翻译?拨打上面的电话 Hai bisogno di un interprete? Chiama il numero sonra 통역 서비스가 필요하시가요? 상단이 버흐로 저하해 주세요 Cần thông dịch viên? Hãy gọi số trên

+000000000000000 +000000+ <0000000000> <00000000000 +444+

9. Comparing your energy

We'll show a comparison of your electricity usage with other homes in your area. It's based on the average usage of electricity for the season and whether there is gas or a pool at the home.

10. Your average daily usage

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

To track your usage, visit **My Account** or download the AGL app.

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.

11. 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/estimatedbills

12. View your bill period

This information is about important dates covered by this bill.

13. Your previous balance and payments

Under the previous balance and payments section, we've listed any payments you've made and balance brought forward to show how we've calculated the total charges for this bill.

14. 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.

We list your new charges for your electricity or gas supply and usage, plus any credits, discounts, concessions, solar export and adjustments we've applied to this bill.

The final total charges amount shown here includes the applicable GST.

15. Get help and support

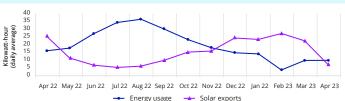
Here you'll find information about payment assistance and interpreters for getting help in your language.

16. Find your payment amount here

This shows the amount due to pay, the due date and your reference number.

17

Understand your usage and export



Meter details

Meter number	Read type	Rate description	Start reference ¹	End reference ¹	Usage kWh
654321	Actual	Peak	3,063	3,263	200
654321	Actual	Off peak	2,020	2,100	80
654321	Actual	Solar	400	600	200

'These reference reads are a guide only and may not reflect the total energy usage for this billing period.

Welcome to your new-look bill

You may have noticed your bill looks new and improved.
For help understanding your bill, visit agl.com.au/newlookbill



Do you have Life Support equipment at home?

It's important that your details are up to date so we can help you prepare for any planned energy interruptions. Visit agl.com.au/lifesupport or call us on 131 245.

Go paperless today with eBill



Get eBills sent directly to your inbox. Simply scan the QR code or visit agl.com.au/ebill





19 © Further information

We're here for you

Questions, feedback or just need a bit of help? Message us anytime in the AGL app or visit agl.com.au/help

Understanding fees and charges

We want you to understand the ins and outs of your bill. To find out more about common fees and charges that appear on your bill visit agl.com.au/feesandcharges

Are you moving?

Visit agl.com.au/move to arrange an electricity connection at your new address.

Want to be more energy efficient?

For information about incentives to install, improve or replace energy savings equipment and appliances in VIC households and businesses, visit victorianenergysaver. vic.gov.au

17. How much energy are you using?

This chart explains how much gas or electricity you have used over the past 12 months (unless you've joined recently).

The blue line in the chart shows your monthly energy usage, while the purple line shows your energy export to the grid. This line will only appear if you have solar.

18. 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, the reading will be a guide only and may not reflect the total amount of energy you have used in this billing period. Your bills will be calculated using half-hourly intervals of data provided to us. To see your detailed usage, visit **My Account** or download the **AGL app**.

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 property.

19. More information for you

You'll find plenty of useful information in this section, including how to contact us and where to find more information about how to manage your communications preferences and how to be more energy efficient.

For more information about how to read your bill, visit agl.com.au/billexplainer

