

# Your AGL energy bill explained

**1** Gas

**2** Your details

Issue date  
5 Apr 2023  
Name  
Sam Sample  
Account number  
123 4567 891X  
Meter Identification Reference  
Number (MIRN)  
560000000XX  
Tax Invoice

**3** Need help?

Support, enquiries or complaints  
[agl.com.au/help](http://agl.com.au/help) or 131 245  
Faults or emergencies  
**ATCO Gas Australia** on 131 352  
24 hours a day  
Energy and Water Ombudsman  
1800 754 004

**4** Amount due

**\$63.70**

Due date  
**23 Apr 2023**

**5** Help and support

**We're here to help**  
Questions, feedback or just need  
a bit of help?  
Message us in the AGL app or visit  
[agl.com.au/help](http://agl.com.au/help)

**6** Hi Sam,  
**Here's your monthly gas bill for supply address:**  
12304/123 'The sampletown' Sampletown  
Sample St, SampletownSample Town

**7** How to pay

**8** Reference number XXXX XXXX XXXX XXXX XXXX

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

**Bill Code: XXXX**  
**Ref: XXXX XXXX XXXX XXXX XXXX**  
Make this payment from your preferred account.

**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](http://postbillpay.com.au)  
Phone: 131 816. In person at any  
Post Office. Billpay Code: 3201

**Visa or Mastercard**  
Online: [agl.com.au/payments](http://agl.com.au/payments)  
Phone: 1300 657 386

**Centrepay**  
Eligible residential customers can visit  
[servicesaustralia.gov.au/centrepay](http://servicesaustralia.gov.au/centrepay)  
AGL Centrepay CRN: 000-000-000-0

**PayPal**  
To pay via PayPal visit  
[agl.com.au/payments](http://agl.com.au/payments)

AGL Sales Pty Ltd ABN 88 090 538 337

## 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](http://agl.com.au/help) or call us.

If you experience a suspected gas leak 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. Your distributor is responsible for the reliability of gas supply in your area, so you should contact them first.

## 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. Help and support

Here we'll provide some help and support information for you.

## 6. Key information about your bill

Here you'll find out how often we send your bill and the supply address.

## 7. Choose how to pay your bill

We offer several convenient 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.

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

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.

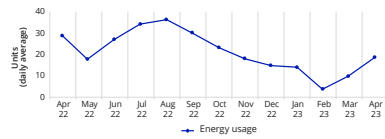
If you're paying in person at a post office, simply present your bill so the barcode can be scanned to record your payment.

## 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.

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**Understand your usage**



**Average daily usage**

This bill **18.58 units**

This time last year **29.73 units**

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### 9. How much energy are you using

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

### 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](#)**.

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**Understand your bill**

Gas charges are based on an actual meter reading.  
**Bill period: 5 March 2023 to 4 April 2023 (31 Days)**

Previous balance and payments		Amount
Previous balance		\$60.50
Payment		\$60.50 cr
<b>Balance brought forward</b>		<b>\$0.00</b>

**New charges and credits**

Usage and supply charges	Time of use	Units	Price	Amount
General usage	At all times	576 units	\$0.1335	\$76.90
Supply charge	Daily	31 days	\$0.1935	\$6.00
<b>Total charges</b>			<b>+</b>	<b>\$82.90</b>

**Credits**

Account credit		\$25.00 cr
<b>Total credits</b>	<b>-</b>	<b>\$25.00 cr</b>

**Total new charges and credits (excluding GST) = \$57.90**

**Total GST + \$5.80**

**Total new charges and credits (including GST) = \$63.70**

**Amount Due = \$63.70**

\*All items are subject to GST.

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**Assistance and support services**

**Payment assistance:** There are a number of options available to eligible customers, including concessions and the Western Australian Government Hardship Utility Grants Scheme (HUGS). 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 لفهمي؟ 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 sopra.  
통역 서비스가 필요하신가요? 상담의 번호로 전화해 주세요.  
Cần thông dịch viên? Hãy gọi số trên

+000000000000000000+      +000000+      <00000000000      <00000000000 > +444+

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### 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](#)**

### 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 gas supply and usage, plus any credits, discounts, concessions and adjustments we've applied to this bill.

### 12. View your bill period

This information is about important dates covered by this bill.

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

### 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.

### 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.

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### Meter details

Meter number	Read date	Read type	Start read	End read	Heating value	Pressure factor	Usage unit
654321	5 Apr 23	Actual	3,203	3,263	37,863	1.0086	576

Your next meter read is due between **1 May 23** and **7 May 23**. Please ensure easy access to your meter on these days. To see how your energy usage is calculated, visit [agl.com.au/understandbills](https://www.agl.com.au/understandbills)

#### 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](https://www.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](https://www.agl.com.au/lifesupport) or call us on 131 245.

#### Go paperless today with eBill

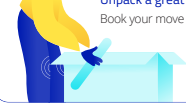


Get eBills sent directly to your inbox. Simply scan the QR code or visit [agl.com.au/ebill](https://www.agl.com.au/ebill)



#### Moving home?

Unpack a great gas plan. Book your move today at [agl.com.au/move](https://www.agl.com.au/move)



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### 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](https://www.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](https://www.agl.com.au/feesandcharges)

#### Are you moving?

Visit [agl.com.au/move](https://www.agl.com.au/move) to arrange a gas 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 WA households and businesses, visit [wa.gov.au](https://www.wa.gov.au)

## 17. 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.

To track your 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.

## 18. 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](https://www.agl.com.au/billexplainer)