

AGL能源账单说明

The screenshot shows an AGL electricity bill with the following sections and callouts:

- 1. Electricity:** The top header section.
- 2. Your details:** A section containing account information such as issue date, name, account number, and metering identifier.
- 3. Need help?:** A section providing support contact information, including a website and a phone number.
- 4. Amount due:** A section displaying the amount due as \$63.70 and the due date as 23 Apr 2023.
- 5. Comparing plans:** A section titled "You're on one of our low-cost plans" that explains the bill calculation and provides a link to compare plans.
- 6. How to pay:** A section listing various payment methods: Direct Debit, Visa or Mastercard, and PayPal.
- 7. Reference number:** A section showing the reference number for the bill.
- 8. Payment instructions:** A section detailing how to pay via mail, post billpay, or Centrepay.

1. 能源类别

显示账单对应的能源类别。

2. 您的账户资料

这里显示您的账户的专用账号，当您联系我们提出任何问询时，请报这个账号。

3. 我们会为您提供帮助

您可以随时在 **My Account** 或 **AGL app** 中更改您的个人资料，非常方便。

有关账户查询，或需要量身定制的协助和建议，请访问 agl.com.au/help 或给我们打电话。

如果您的物业断电或意外失去能源供应，我们能帮助您方便地找到您的能源配送公司的联系电话号码。

4. 清楚显示付款金额和期限

这里显示您需要支付的金额和付款期限，或直接扣款的日期。

如果您正在参加账单纾困（Bill Smoothing）计划，就会在这里看见您的分期付款金额和频率。

5. 您能否采用其它套餐节省开支？

我们会经常将我们的常用套餐与您过去的能源用量进行对比，看您是否正在使用开支较低的套餐。

如果AGL有其它套餐能为您节省更多开支，我们会告诉您，并告知转换套餐可以为您省多少钱。如果您已经在使用我们开支较低的套餐，我们也会告诉您。

6. 重要账单信息

这里显示这是电费账单还是天然气账单，我们给您发账单的频率，以及能源供应地址。

7. 选择账单支付方式

您可以通过 agl.com.au/payments 或 **AGL app** 方便地在线支付账单。

我们提供多种账单支付方式，包括能省去所有麻烦、确保您一直按时支付账单的直接扣款方式。

如果您用支票付款，请记得把账单下方标出的这个部分剪下，与支票一起寄出。

如果您到邮局付款，只需出示您的账单，让工作人员扫描条形码记录您的付款。

8. 查看您的参考号

在付款回执的中央，您会找到您的参考号。对有些付款方式，您需要按照要求提供该参考号。

9. 比较能源使用情况

我们会显示您与本地区内其他家庭的用电量比较。该比较以相关季节的平均用电量为依据，并考虑到家中是否使用天然气或有游泳池。

10. 您的日平均用量

该图显示您在本周期内的日平均能源用量，及其与去年同期的对比。

如要跟踪您的用量，请访问 [My Account](#) 或下载 [AGL app](#)。

账单计算方法

我们将您的收费分解成一个简单的结构，以便您更清楚地了解我们是如何计算您的账单的。

11. 用量计算方法

这里显示账单使用的是实际表计读数还是估算用量。有时候，我们可能需要估计您的能源用量，而不是根据实际用量数据给您开账单。在合适的情况下，我们会为您提供如何自己抄表并提交读数的详细信息。

有关估算账单的更多信息，请访问

agl.com/estimatedbills

12. 查看账单周期

这里显示该账单涵盖的重要日期信息。

13. 前期余额和付款

在 **前期余额和付款** 部分，我们列出了您支付的所有付款以及账户的结转余额，以说明该账单的收费总额是如何计算出来的。

14. 收费和抵免额计算方法

新收费和抵免额 部分逐一列出该账单周期适用的单元和单价。

使用时间 显示单价适用的时段。

我们会列出您的电力或天然气供应和使用的新收费，外加我们为账单提供的任何抵免额、折扣、优惠、太阳能输出和调整金额。

这里显示的最终收费总额包括适用的商品服务税 (GST)。

15. 获得帮助和支持

您可以在这里找到付款援助的信息，以及如何用您的母语通过口译员求助。

16. 在这里查看付款金额

这里显示应付金额、付款期限和您的参考号。

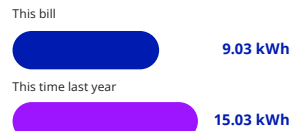
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Compare with other homes in your area



Average usage data supplied by Australian Energy Regulator based on homes with gas and a pool during autumn. Visit energymadeeasy.gov.au for more information.

Average daily usage



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Understand your bill

Electricity 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
Balance brought forward	\$0.00

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New charges and credits

Usage and supply charges	Time of use	Units	Price	Amount
Peak usage	6am-10pm (Mon-Fri)	200 kWh	\$0.275	\$55.00
Off peak usage	All other times	80 kWh	\$0.165	\$13.20
Supply charge	Daily	31 days	\$1.06447	\$33.00
Total charges				\$101.20

Credits	Amount
Government concessions	\$27.50 cr

Solar export	Time of use	Units	Price	Amount
Standard Feed-in Tariff*	At all times	200 kWh	\$0.05	\$10.00 cr
Total credits				\$37.50 cr

Total new charges and credits (including GST)	=	\$63.70
Total GST included in new charges and credits	+	\$6.70
Amount Due	=	\$63.70

*Item is not subject to GST. All other items are subject to and inclusive of GST.

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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.

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



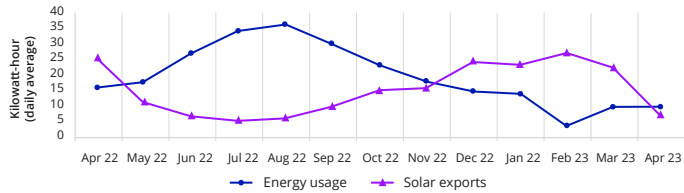
Amount due
\$63.70
Due Date
23 Apr 2023
Reference number
XXXXXXXXXXXXXXXXXXXX

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Understand your usage and export



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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

¹These 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

Moving home?

Get the lights on the day you move in. That's our Power on Guarantee¹. Book your move today at agl.com.au/move

¹One business day's notice and clear, safe meter access and ensuring site safety requirements are met are required for the Power on Guarantee to apply. If these conditions are met and power's not on after the agreed day, we'll cover your related expenses up to \$500 per day until it's on.

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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

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. 您的能源用量

这张图表说明您在过去12个月内的天然气或电力使用量（除非您最近才加入）。

蓝线显示您每月的能源用量，紫线则显示您向电网输出的电量。紫线只会出现在太阳能使用者的账单上。

18. 在这里查看详细的抄表信息

这个部分显示详细的抄表信息。这些信息用于计算账单周期的收费。

如果您有智能表计，则读数仅为参考，可能并不反映您在该账单周期内的能源使用总量。您的账单将使用表计每隔半小时向我们提供的数据计算。如要查看详细的用量，请访问 [My Account](#) 或下载 [AGL app](#)。

在这个表格的下方，您可能看到关于您的表计的重要信息，包括下一次计划抄表日期，或抄表员在进入您的物业时遇到的问题。

19. 其它信息

这个部分有大量有用的信息，包括如何联系我们、哪里可以找到如何管理首选通信方式的更多信息，以及如何节能。

有关如何阅读账单的更多信息，请访问 agl.com.au/billexplainer