



# Your collective bill explained – Gas

## Take a moment to read this guide

As an AGL customer, 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 further questions or you'd like to register for collective billing, call us on **1300 793 477**.



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# How collective billing works

## Qualifying for collective billing

To qualify for collective billing you must have between 10 and 200 sites that are signed up to either AGL Electricity or AGL Gas (it can only be one fuel type) in one state. For example, if you have 150 sites in Victoria signed up to AGL Gas, you can receive a collective bill.

If those 150 Victorian sites are also signed up to AGL Electricity, you'll receive one collective bill for gas and one for electricity.

You'll receive a separate collective invoice (by fuel type) for any interstate sites you have that number 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 Gas, you'll receive three bills in total (200 + 200 + 80).

Unfortunately we can't provide a collective bill for less than 10 sites.

To register for collective billing, call our Customer Service team on **1300 793 477**.

You'll then receive your AGL collective bills via email.

## 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 then 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. While the parent account number can be found at the top of the remittance advice slip.

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

## 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.

# AGL gas account.



TAX INVOICE



122/0001

Ms SAM SAMPLE  
PO BOX 0000  
SAMPLEVILLE VIC 3000

Customer Service 133 835  
Faults and Emergencies 24hrs See Over  
Visit us at [www.agl.com.au](http://www.agl.com.au)

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Account Name	Initiative Owner
Collective Invoice	Multiple Service Addresses

Account No.	1212 1212
Due Date	20 Jun 2019
Total Amount Due	\$8365.79
Overdue Balance Due Now	\$6500.25

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Gas Account Summary	
Opening Balance	\$6500.25
Payment Received	\$0.00
<b>Balance Carried Forward</b>	<b>\$6500.25</b>
Usage and Supply Charges (see over for details)	\$1865.54
Total Other Charges (see over for details)	\$0.00
<b>Current Charges (including GST of \$169.59)</b>	<b>\$1865.54</b>
<b>Total Amount Due</b>	<b>\$8365.79</b>

Amounts are inclusive of GST

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AGL Sales Pty Limited ABN 88 090 538 337

Date of Issue 16 May 2019

00400009792888147012 000001

How to pay your bill - see over



Account Number	1212 1212
Due Date	20 Jun 2019
Total Amount Due	\$8365.79

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+00000088147012> +002662+ <0000000000> <0000836579> +444+

## Your PDF invoice

This section of your AGL gas account refers to your overarching or parent account.

### 1. Company address

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

If you need to make any changes to your billing details, including updating the email address we send your bill(s) to, simply call us on **1300 793 477** during business hours.

### 2. Here's who to call for help

For queries about your gas accounts, or tailored assistance and advice, visit [agl.com.au/business](http://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 an unexpected loss of energy supply to your site your Distributor should be your first point of contact.

Your Distributor is responsible for the gas pipes, meters and reliability of energy supply to your businesses.

### 3. Your account details for handy reference

The account number shown here is specific to your AGL electricity account and is the overarching (or parent) account number.

This is the number linked to your individual (child) site-based account numbers.

Be sure to quote this account number when you contact us with any queries about your electricity account.

### 4. Your gas account summary

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

All dollar amounts in your invoice are GST inclusive.

### 5. What to pay and when

We've made it simple to see how much you need to pay and by when. Any overdue amounts will also be displayed here.

**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.





Account No.	1212 1212
Total Amount Due	\$742.55

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### Usage Details

Supply Period: 14 Mar 2019 to 15 May 2019

Service Address: Test Street 2 VIC 3196

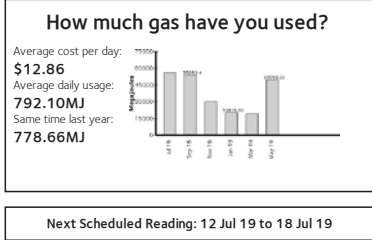
9 MIRN: 53107125086

Tariff Description	Meter Number	Reading Type	Bill Days	Current Reading	Previous Reading	Cubic Meters	Heating Value	Pressure Factor	Megajoules
AGL MLS RES GAS BN MULTINET	86380M	Estimate	63	21847	20586	1261	39.1468	1.0109	49902.21

<b>Off peak Rate Prorate 14 Mar 2019 to 30 Apr 2019 48 days</b>	
General Usage 2400 MJ @ \$0.02706	\$64.94
Next 2400 MJ @ \$0.02420	\$58.08
Next 2400 MJ @ \$0.01991	\$47.78
Next 4800 MJ @ \$0.01760	\$84.48
Next 25990.58 MJ @ \$0.01705	\$443.14
<b>Peak Rate Prorate 1 May 2019 to 15 May 2019 15 days</b>	
General Usage 750 MJ @ \$0.02849	\$21.37
Next 750 MJ @ \$0.02563	\$19.23
Next 750 MJ @ \$0.02068	\$15.51
Next 1500 MJ @ \$0.01804	\$27.06
Next 8161.63 MJ @ \$0.01760	\$143.65
<b>Unchanged Rate 14 Mar 2019 to 15 May 2019 63 days</b>	
Supply charge	\$57.87
Guaranteed Discount	\$240.56cr
GST incl in above charges	\$67.50
<b>Usage and Supply Charges</b>	<b>\$742.55</b>

	Original Invoice
	Current/Revised Invoice

All amounts subject to and inclusive of GST



## Your PDF invoice

This section of your AGL gas account refers to your individual sites, known as your child accounts.

### 9. Your gas supply details

These details include your supply period, supply address and the Meter Identification Registration Number (MIRN) or if you're in NSW, the Delivery Point Identifier (DPI). Your MIRN or DPI 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).

### 10. Your meter read details

In this section you'll see the number of days you've been billed for and your meter read details, including whether the read was an actual, estimate\* or final read. These are used to calculate your gas bill for the billing period.

Here you may also find important messages about your meter or any issues encountered when gaining access to your site.

### 11. How your bill is calculated

We've broken down your gas charges so you can see your peak and off-peak charges, as well as your supply charge and any discounts that have been applied. We'll also let you know what GST is included in the individual costs.

For Victorian customers all dollar amounts will be GST inclusive, while other states will show GST exclusive and GST inclusive pricing.

### 12. Your average daily usage and costs at a glance

This graph displays your past gas usage for your site (up to 13 months). To the left you'll find the average cost per day and average daily usage for the specific billing period. Directly beneath you'll find your usage for the same time last year, helping you see if it has changed.

In this section, you'll also find the date of your next scheduled meter reading.

\*For example, where your meter is not physically accessible to take a reading.

**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 Excel invoice

Your Excel invoice provides you with invoice information in a format that can be easily loaded into your accounting package or manipulated for your reporting needs. There are three sheets in total: your invoice summary, your charges and your meter data.

## 1. Your invoice summary

Your summary provides the total invoice amount due for all sites in your collective group. This replicates the details provided in the parent section of your PDF invoice.

## 2. Your charges

Your charges provides site by site invoice component details. This is presented in a tabular format that enables you to manage/structure your invoice data to suit your company's needs.

## 3. Your meter data

Here you'll find a consolidated view of the relevant meter data for each site. This includes information such as meter numbers, tariff descriptions, current and previous meter readings, and more.

## 4. Your Excel Remittance Advice

Here you'll find a consolidated view of each individual (child) account linked to your overarching parent account. The remittance advice provides the total amount payable for the collective group, as well as the payable amounts for each site in the collective.

When making payments, please email **EFT@agl.com.au** your remittance. Remember to include the customer name and the parent account number in your email so we can quickly allocate the funds.

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### AGL gas account.

Ms SAM SAMPLE  
PO BOX 0000  
SAMPLEVILLE VIC 3000

Customer Service 133 835  
Visit us at [www.agl.com.au](http://www.agl.com.au)

Account Name	Initiative Owner
Collective Invoice	Multiple Service Addresses
<b>Gas Account Summary</b>	
Opening Balance	\$6500.25
Payment Received	\$0.00
<b>Balance Carried Forward</b>	<b>\$6500.25</b>
Usage and Supply Charges	\$1865.54
Total Other Charges	\$0.00
<b>Current Charges (including GST of \$169.59)</b>	<b>\$1865.54</b>
<b>Total Amount Due</b>	<b>\$8365.79</b>

Account No.	8814 7012
Due Date	20 Jun 2019
Total Amount Due	\$8365.79
Overdue Balance Due Now	\$6500.25

Amounts are inclusive of GST

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### TAX INVOICE

For The Period ending (15 May 2019)

All rates and charges inclusive of GST. GST totals provided for reference.

Customer No	Customer Prial Documer Account No.	Site Location	DPI	Reading 1/Bill Period Start	Bill period End	Bill Days	Bill Descripti	Adjustment	Rate Charges
Initiative Owner	117497886	7041 105 300	Test Street 2 VIC 3196	5.311E+10	E	14 Mar 2019	15 May 2019	63	New Bill
Initiative Owner	117497886	7041 105 300	Test Street 2 VIC 3196	5.311E+10	E	14 Mar 2019	15 May 2019	63	New Bill
Initiative Owner	117497756	7041 105 280	Test Street 3 VIC 3176	5.311E+10	E	28 Feb 2019	27 Apr 2019	61	New Bill
Initiative Owner	117497812	7041 106 274	Test Street 4 ARMADALE VIC 3143	5.311E+10	E	6 Feb 2019	2 Apr 2019	56	New Bill
Initiative Owner	117497823	7041 105 201	Test Street 5 FRANRAN VIC 3181	5.311E+10	E	21 Feb 2019	18 Apr 2019	57	New Bill

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### TAX INVOICE

For The Period ending (30 May 2019)

Customer No	Customer No	Account No.	Site Location	NMI	Bill Period S	Bill period E	Bill Days	Bill Descripti	Tariff	Descrj	Meter Num	Previous Me	Current Met	Reading	Typ	Total Meter
Test Water	7037 533 48	WBS054/-	Tr 6.001E+10		2 Mar 2019	30 May 2019	190	AGL MLS BU:166195			1,814.800	Not available	A			3457.6
Test Water	7037 411 34	WPS078/-	Tr 6.305E+10		23 Feb 2019	14 May 2019	81	AGL MLS BU:4749835			364.961	Not available	A			1356.8
Test Water	7037 411 34	WPS078/-	Tr 6.305E+10		23 Feb 2019	14 May 2019	81	AGL MLS BU:4749835			364.961	Not available	A			1755.2
Test Water	7037 409 27	WBS609/-	Tr 6.001E+10		8 Feb 2019	14 May 2019	96	AGL MLS BU:7352919			12202	12314	E			112
Test Water	7037 409 27	WBS609/-	Tr 6.001E+10		8 Feb 2019	14 May 2019	96	AGL MLS BU:7352919			14190	14207	E			17

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### Remittance Advice

Parent Acct: 8814 7012  
 Customer Name: Initiative Owner  
 Total Collective Amount Payable: \$8365.79  
 Current Charges (inc GST): \$1865.54  
 Due Date: 20 Jun 2019

Please populate column E with amounts that you are paying and email back to EFTPayments@agl.com.au  
 \*\*\*Please note the remittance only lists child accounts that have been billed in the previous month\*\*\*

Child Contract Account	Total Child Amount Payable (inc GST)	Payment Amount Made
7041 105 300	\$1147.85	
7041 105 284	\$1190.14	
7041 106 274	\$3132.79	
7041 105 201	\$603.88	

AGL Energy Limited

**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.