

Easier, simpler, clearer billing.



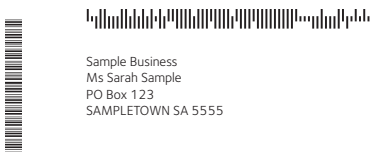
Proudly Australian since 1837.

Important numbers. 1

Enquiries: agl.com.au or 133 835
Faults and emergencies: 131 366 (SA Power Networks)

Account details. 2

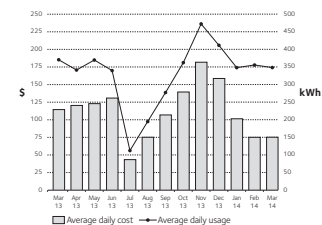
Name: Sample Business
Account number: 0000 0000
Supply address: 18 Sample Avenue, SAMPLETOWN SA 5555
ABN: 00 000 000 000



How much energy is your business using? 3

Bill period: 4 Feb 2014 to 3 Mar 2014 (28 days)

Average daily cost and usage.



Snapshot.
Average daily cost: **\$91.30**
Average daily usage: **351.35kWh**
Same time last year: **374.63kWh**

003244448888/-000078 Tax Invoice: Issued 4 Mar 2014
AGL South Australia Pty Limited ABN 49 091 105 092

Bill overview. 4

| | |
|-------------------------|-------------------|
| Balance brought forward | \$0.00 |
| + | |
| New charges | \$2,556.32 |
| = | |
| Total due | \$2,556.32 |
| Due date | 24 Mar 2014 |

To avoid a late payment fee of \$12.73, please pay by the due date.
Thank you.

Cooling, hot water and heating needs.
Call us on 131 766 or visit agl.com.au for sales, service, installation and repairs. 5

Useful information. 7

Easier budgeting with monthly billing.
My AGL Monthly Bill™ could help you control your business budget with smaller, regular, easier to manage energy bills. Get started at agl.com.au/AGLEnergyOnline



Your business electricity bill explained.

1. Here's who to call for help.

Find the important numbers you might need, fast.

For queries about your electricity account, or tailored assistance and advice, call or visit us online at AGL.

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. Your Distributor is responsible for the poles, wires and reliability of energy supply in your area, and is best placed to provide assistance.

2. Your account details for handy reference.

It's easy to see your account details at a glance.

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

If you need to make any changes to your business details, it's easy to do so any time at agl.com.au/AGLEnergyOnline

3. See your average daily usage and costs at a glance.

In this section, it's clear to see how much electricity your business is using.

The graph displays your average electricity usage and costs over the past 13 months. The Snapshot shows a summary of your average daily costs and usage for the specific billing period,

and your average usage at the same time last year so you can see if it has changed.

Notice a difference in your average daily usage? There are several factors which could change your business' average daily usage, such as the installation of new electrical equipment or a shift in usage patterns.

You can also monitor your usage by using our online service, My AGL IQ®. It lets you track your energy usage and costs by helping you identify when you use energy most and find ways to adjust how and when you use energy to maximise your savings. Find out more at agl.com.au/MyAGLIQ

4. Clearly see what to pay and when.

We've made it simple to see how much you need to pay and by when.

Your bill overview shows the balance brought forward (any amount carried over from previous bills, which may include any unpaid balance or credits). This is added to your new charges for this billing period to arrive at the total amount due. Please note that overdue amounts from previous bills may have a different due date, which will be shown in this section and on the back of your bill.

If you make your payments by Direct Debit or Bill Smoothing, you'll see your payment date, amount and frequency listed.

If you're eligible for a Pay on Time Discount, you'll see the full amount due followed by the discounted amount if you pay by the due date.

5. Everyday energy solutions for your business.

We have solutions for all your heating, cooling and hot water needs. We can give you advice and help you purchase appliances for your business. Plus, our expert tradespeople can install, repair or replace energy appliances in your workplace. To find out more, visit agl.com.au or call us on 131 766.

6. Learn about the latest AGL offers and services.

This is where to look for great new AGL products and services that may assist in managing your energy account, as well as help you save energy and money.

7. Find more useful information.

Staying informed about changes that may affect your account is simple.

We'll keep you up-to-date with additional AGL product and service information, as well as any pricing, industry or regulatory changes here.

Easier, simpler, clearer billing.

8 Important information.

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? Call **1300 307 245**.
需要传译员吗? 请电上述号码。

هل تحتاج لمترجم؟ اتصل على الرقم أعلاه.
Cần có thông dịch? Gọi số trên đây.

Hearing impaired (TTY). Call **133 677** and quote 1300 664 358.

If you don't wish to receive marketing information about AGL products and services, visit

agl.com.au/DoNotContactList

Energy efficiency. For information about energy efficiency, visit www.esco.sa.gov.au or call 1800 226 100.

Moving? Visit agl.com.au/Move to arrange an electricity connection at your new premises.

Electricity supply details.

Page 2 of 2

Supply address: 18 Sample Avenue SAMPLETOWN SA 5555
Supply period: 4 Feb 2014 to 3 Mar 2014 (28 days)
NMI: 0000000000
Energy Plan: Select 12%

| Meter no. | Read date | Rate description | Start read | End read | kWh |
|-----------|-----------|------------------|------------|------------|-----------|
| 00000 | 3 Mar 14 | Peak | 18,000.111 | 23,498.773 | 5,498.662 |
| 00000 | 3 Mar 14 | Off peak | 21,000.444 | 25,339.58 | 4,339.136 |

Your next meter read is due between **28 Mar 14** and **3 Apr 14**. Please ensure easy access to your meter on these days.

How we've worked out your bill.

| Previous balance and payments. | Total |
|--------------------------------|---------------|
| Previous balance | \$3,059.45 |
| 1 Feb 14 payment | \$3,059.45cr |
| Balance brought forward | \$0.00 |

New charges and credits.

| Usage and supply charges | Units | Price | Amount |
|--------------------------------------|--------------|----------|--------------------|
| Peak | 5,498.662kWh | \$0.3312 | \$1,821.16 |
| Off peak | 4,339.136kWh | \$0.1755 | \$761.52 |
| Supply charge | 28 days | \$1.8275 | \$51.17 |
| Total charges | | | +\$2,633.85 |
| Credits | | | |
| 12% Guaranteed Discount | | | \$309.92cr |
| Total credits | | | -\$309.92cr |
| Total new charges and credits | | | =\$2,323.93 |
| Total GST | | | +\$232.39 |
| Total due (includes GST) | | | =\$2,556.32 |

8. Important information is listed here.

Need further assistance?

You'll find information about payment assistance, interpreters, moving your electricity to a new site and other important service messages in this section.

9. View your business electricity supply details.

You'll find your electricity supply details clearly listed in one place.

This includes information about your electricity supply for the supply period (the period covered by this bill), and the specific Energy Plan for your business. Plus, this is where you'll find the NMI (National Meter Identifier), a unique identifier linked to your supply address. You may be required to quote this number if you have work carried out on your supply.

10. Find your meter read details here.

In this section, you'll find your meter read details, including whether an actual or estimated read has been taken.

These are used to calculate your electricity 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 electricity you have used in this billing period. Your bills will be calculated using half hourly intervals of data provided to us. To see your business' detailed usage, visit agl.com.au/MyAGLIQ

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.

11. Here's how we worked out your bill.

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

Under the **previous balance and payments** section, we list any payments you've made, and any discounts we've applied, to show the final balance brought forward to this bill.

The **new charges and credits** section is divided into units and prices for this billing period, according to your electricity rates. We list your new charges for your electricity supply and usage, plus any credits, discounts, concessions and adjustments we've applied to this bill.

The final total amount shown here includes the applicable GST.

12. Find your payment details here.

Under the payment amount and due date, you'll see your reference number for your business. You'll need to quote this, when requested, for most payment methods.

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 code here can be scanned to record your payment.

13. See all our payment options here.

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

We've also made it easy for you to pay your bill online at agl.com.au/PayMyBill

12 Total due **\$2,556.32**

Due date **24 Mar 2014**
Reference number **0000 0000 0000 0000**

Post Billpay

*0000 00000000000000000000

13 **Direct Debit***
Sign up to Direct Debit at agl.com.au/Payments or call **133 835**.

Card*
Online: agl.com.au/Payments
Phone: **1300 657 386**
Bill Code: **3204**

Mail
Send your cheque or money order along with this section of the bill to:
AGL South Australia Pty Limited, Locked Bag 24, Adelaide 5001

BPAY*
Make a BPAY payment via internet or phone banking. Bill Code: **3204**

Post Billpay*
Make a Post Billpay* payment.
Online: postbillpay.com.au Phone: **133 835**
In person at any Post Office. Billpay Code: **3201**

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

PayPal
To pay via PayPal visit agl.com.au/Payments

*A 0.6% (GST incl.) fee may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.

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+002662+

<9035950251>

<0000026084>

+444+

For more information about all AGL can offer, visit agl.com.au