



Easier, simpler, clearer billing.

AGL gas account.

Proudly Australian since 1837.

Important numbers. 1
 Enquiries: agl.com.au or 131 245
 Faults and emergencies: 131 909 (Jemena Gas)

Your account details. 2
 Name: Ms Samantha Sample
 Account number: 0000 0000
 Supply address: 1 Sample Street, SAMPLETOWN NSW 2222

How much energy are you using? 3
 Bill period: 21 Mar 2014 to 19 Jun 2014 (91 days)

Your bill overview. 4
 Balance brought forward \$0.00
 +
 New charges \$153.42
 =
Total due \$153.42
 Due date 10 Jul 2014
 To avoid a late payment fee of \$11.93, please pay by the due date.
 Thank you.

Useful information. 7
 Easier budgeting with monthly billing.
 My AGL Monthly Bill™ could help you control your budget with smaller, regular, easier to manage energy bills. Get started at agl.com.au/AGLEnergyOnline

AGL stays in touch as you move. 6
 When you move your energy with AGL, we'll keep you informed with SMS messages throughout the connection process, so you'll know exactly where you're at, every step of the way.
 Call 1300 308 245 or visit agl.com.au/MovingHome

Tax Invoice: Issued 20 Jun 2014
 AGL Retail Energy Limited ABN 21 074 839 464

Your household gas bill explained.

1. Here's who to call for help.

Find the important numbers you might need, fast.

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

If you experience 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 gas pipes and meters 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 gas account, and you should quote it when you contact us with any queries.

If you need to make any changes to your personal 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 gas you're using.

The graph displays your average gas 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 average daily usage, such as the installation of new gas appliances or a shift in your usage habits.

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 home.

We have solutions for all your heating, cooling and hot water needs. We can give you advice and help you purchase appliances for your household. Plus, our expert tradespeople can install, repair or replace energy appliances in your home. 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.

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8. Important information.

Payment assistance. There are a number of options available to eligible customers, including New South Wales Government energy concessions and rebates, Energy Account Payment Assistance (EAPA), AGL payment plans and the Centrepay scheme. To find out more, visit agl.com.au/Concessions

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/DoNotContact

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

Energy efficiency. To track and help reduce your energy usage AGL offers a free online tool, My AGL IQ®. Visit agl.com.au/MyAGLIQ

9. Your gas supply details. Page 2 of 2

Supply address: 1 Sample Street SAMPLETOWN NSW 2222
Supply period: 21 Mar 2014 to 19 Jun 2014 (91 days)
DPI: 00000000000
Energy Plan: Select 12%

Meter no. 00000000

Read date	Read type	Start read	End read	Heating value	Pressure factor	Usage MJ
31 May 14	Actual	3,063	3,158	38.75	1.016	3,740.15

Your next meter read is due between **16 Sep 14 and 20 Sep 14**. Please ensure easy access to your meter on these days.

10. How we've worked out your bill.

Previous balance and payments.

	Total
Previous balance	\$176.37
12 Apr 14 payment	\$176.37cr
Balance brought forward	\$0.00

11. New charges and credits.

Usage and supply charges	Units	Price	Amount
Peak	3,740.15MJ	\$0.02967	\$110.97
Supply charge	91 days	\$0.44789	\$40.76

Other charges

Payment processing fee	\$1.06	
Total charges		+\$152.79

Credits

12% Guaranteed Discount	\$13.32cr	
Total credits		-\$13.32cr
Total new charges and credits		=\$139.47
Total GST		+\$13.95

Total Due (includes GST) = \$153.42

12. Total due \$153.42

Due date 10 Jul 2014

Reference number: 0000 0000 0000 0000 00

Post Billpay

*7023 5983239153276330

13. Payment options:

- Direct Debit*** Sign up to Direct Debit at agl.com.au/Payments or call **131 245**.
- Card*** Online: agl.com.au/Payments Phone: **1300 657 386** Biller Code: **3204**
- Mail** Send your cheque or money order along with this section of the bill to: **AGL Sales Pty Limited** GPO Box 2220, Sydney 2001
- BPAY*** Make a BPAY payment via internet or phone banking. Biller Code: **3204**
- Post Billpay**** Make a Post Billpay* payment. Online: postbillpay.com.au Phone: **131 816** 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.

+00000060759206+ +002662+ <9035950251> <0000026084> +444+

8. Important information is listed here.

Need further assistance? You'll find information about payment assistance, interpreters, moving your gas to a new home and other important service messages in this section.

9. View your gas supply details.

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

This includes information about your gas supply for the supply period (the period covered by this bill), and the specific Energy Plan you're on. Plus, this is where you'll find your MIRN (Meter Identification Reference Number), a unique number that identifies your gas meter if you live in VIC, QLD or SA or your DPI (Delivery Point Identifier) that identifies your gas meter if you live in NSW. 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 gas bill for the billing period.

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.

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

We've broken down your gas 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 gas rates. We list your new charges for your gas 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. 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 gas bill including Direct Debit, which takes the hassle out of paying your bills and helps you 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/PayMyBill

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