

Reading energy bills

How to read bills to identify concessions, usage rates, discounts and offers.



How do I read my bill?

Reading your bill can be daunting and confusing. This bill explainer will show you which parts of the bill are most important so you can find the information you need and ignore the bits you don't.

1

Concessions

Here, you'll find a list of the concessions that your energy company is applying to your bill. If your concession is not listed here, hop on the phone to your energy company. They can only apply the concessions they know about.

2

Best offer

This part shows you the best possible energy plan available with your current energy company. If you're not currently on this plan, it's a good idea to phone your energy company to switch plans so you can start saving money today.

3

Average daily use

This is a simple way to show you how much energy you're using on average (in kilowatts per day). You can compare your bill with the same time last year to see if there's been an increase or decrease in usage.

Seasonal variation

With the need to heat and cool our homes, it makes sense that our bills will be reflective of the seasons. This graph shows you whether you have a higher bill in winter or summer.

4

Usage and service charges

This shows you the cost of your current electricity bill, not to be confused with the figure that shows the amount of money you previously owe.

Unpaid amount from previous bill

If you've missed a payment or your payment hasn't been received, the amount you owe (debt) will be reflected here. If you are having trouble paying your previous bill, you may be eligible for a Utility Relief Grant. For more information, call your energy company.

Total amount owed

This amount reflects the cost of your current bill plus any debt you owe to your energy company.

Billing period

This part of the bill tells you how often your bills arrive and whether you're paying for one month or three months of electricity.

Supported by





AGL electricity account.

Proudly Australian since 1837.



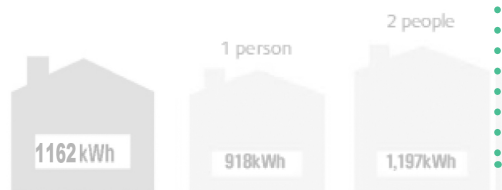
034/4294967197
Sandra Sample
26 Sample Ct
SAMPLEVILLE VIC 3008

Billing period
Monthly or quarterly bills?

How much energy are you using?

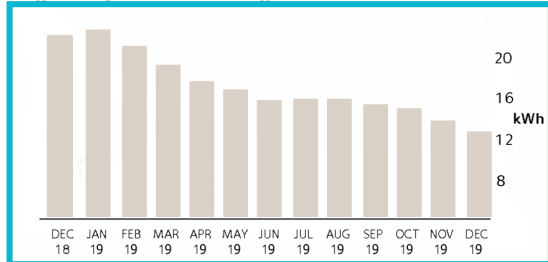
Bill period: 12 Sep 2019 to 10 Dec 2019 (90 days)

Compare with other homes in your area.



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

Average daily cost and usage.



Legend: Average daily cost (grey bar), Average daily usage (line with dots)

Tax Invoice/Adjustment note Issued: 3 Jan 2019
AGL Sales Pty Limited ABN 88 090 538 337

Total amount owed
Usage + debt

Usage and service charges
The cost of this energy bill

Unpaid amount from previous bill
The debt part of the bill

Snapshot.

Average daily cost:

\$3.78

Average daily usage:
12.99kWh

Same time last year:
23.13kWh

Average daily use
The best way to compare your own energy use

Could you save money on another plan?

Based on your past usage our Saver plan may cost you up to \$120 less per year than your current plan.*

To switch plans, simply visit agl.com.au/s

Best offer
The cheapest available plan for your home

*The above message is subject to energy regulations

Important numbers.

Enquiries: agl.com.au or 131 245

Faults and emergencies: 132 412 (Powercor)

Your account details.

Name: Sandra Sample

Account number: 7000 000 222

Supply address: 26 SAMPLE COURT
SAMPLEVILLE VIC 3008

Your bill overview.

Balance brought forward **\$118.55**

New charges **\$339.88**

Account balance **\$458.43**

Thank you.

Important information.

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

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

Compare energy plans

Visit compare.energy.vic.gov.au to compare all readily available plans in your area.

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

Energy efficiency. For information about energy efficiency, visit www.victorianenergysaver.vic.gov.au or call 136 186.

Your electricity supply details.

Supply address: 26 SAMPLE COURT SAMPLEVILLE VIC 3008
Supply period: 12 Sep 2019 to 10 Dec 2019 (90 days)
NMI: 62033944
Energy Plan: Savers

Meter no.	Read type	Start reference ¹	End reference ¹	kWh
A75835	Actual	1,379	2,541	1162.416

¹These reference reads are a guide only and may not reflect the total energy consumption for this billing period. Your next meter read is due between **10 Mar 2020**. Please ensure easy access to your meter on these days.

How we've worked out your bill.

Previous balance and payments.

	Total
Previous balance	\$268.55
1 Oct 19 payment	\$150.00cr

Balance brought forward **\$118.55**

New charges and credits.

Usage and supply charges	Units	Price	Amount
General Usage	1162.416kWh	\$0.29	\$336.98
Supply charge	90 days	\$1.29	\$116.10
Total charges			+ \$453.08

Credits
Annual Electricity Concession **\$65.54cr**

8% Pay On Time Discount **\$36.25cr**

Total credits **\$101.79**

Concessions **\$308.98**

If it's not listed here, it's not being claimed **\$30.90**

(includes GST) **\$339.88**

Account balance **\$458.43**

Payment not required.

Reference number 7011 1372 2691 2909

Post Billpay

*3201 70111372269129095123



Direct Debit^A
Sign up to Direct Debit at agl.com.au/Payments or call 131 245.



Visa or Mastercard^A
Online: agl.com.au/Payments
Phone: 1300 657 386
Biller Code: 208868



Mail
Send your cheque or money order along with this section of the bill to:
AGL Sales Pty Limited
Locked Bag 20024, Melbourne VIC 3001



Biller Code: 208868
Ref. Number: 7011 1372 2691 2909



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: 555-068-319-J



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

^AA 0.45% fee (incl. GST) may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.
^BA fee of \$2.00 (incl. GST) may apply if you pay your bill over the counter.

Easy ways to manage your account online.

Enjoy more control. Pay your bill, set-up eBilling and view your energy usage – all in one place – with My Account. Register today at agl.com.au/myaccount

+00007011137226>

+002662+

<9129095123>

<0000000000> +444+

Electricity account

Enquiries 133 466
Street Light or
Power Failure (24 Hrs)
AusNet Elec Services 131 799

Internet energyaustralia.com.au



000/0
SAM SAMPLE
SAMPLE RD
SAMPLEVILLE VIC 3000

Billing period
Monthly or quarterly bills?

Customer number	1234 567 890
Account number	3333 333 333
Service address	SAMPLE RD, SAMPLEVILLE VIC 3000
Tax Invoice	Issue date 03 Mar 2019

Electricity account summary 30 Nov 2018 to 28 Feb 2019

Plan	Regular Saver
Opening balance	\$331.81
Payment received thank you	\$180.00Cr

05 Dec 2018	BPay	\$60.00Cr
04 Jan 2019	BPay	\$60.00Cr
08 Feb 2019	BPay	\$60.00Cr

Adjustments

Balance carried forward \$151.81

Current charges (see over for details) \$323.34

Total amount due (incl. GST) \$475.15

* 3% discount if you pay this bill by the due date (incl. GST \$0.84Cr) \$9.70Cr

Total amount owed
Usage + debt

Usage and service charges
The cost of this energy bill

Unpaid amount from previous bill
The debt part of the bill

Your electricity rates haven't changed

energyaustralia.com.au

Payment required

Total amount
\$475.15

Your account has a credit balance

Any applicable pay on time discounts will be applied on your next bill

Could you save money on another plan?

Based on your past usage, our Total Plan (Home) plan may cost you up to \$597 less per year than your current plan.^{^^}

Call us or go online for our best deal.

Best offer
The cheapest available plan for your home

EnergyAustralia Pty Ltd ABN 99 086 014 968.

Your electricity usage and service calculation

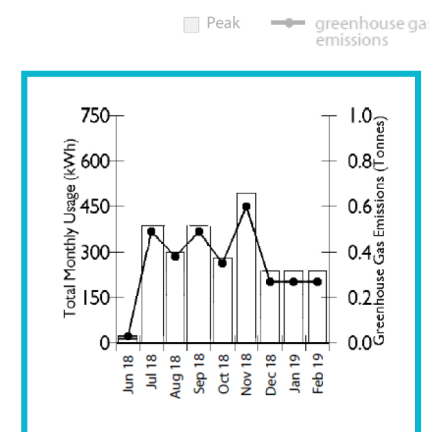
Account number	3333 333 333	Billing period	30 Nov 2018 to 28 Feb 2019
NMI	44444444444	Service address	Sample Rd, Sampleville VIC 3000

Details	Total Usage	Charge/Rate	\$
Regular Saver			
30/11/2018 - 28/02/2019 - 91 Days			
Energy Charges			
30/11/2018 - 28/02/2019 - 91 Days			
* Regular Saver Peak Consumption	963.000 kWh	\$0.33400 per kWh	\$321.87
* Regular Saver Supply Charge		\$1.2400 per day	\$112.84
30/11/2018 - 28/02/2019 - 91 Days			
* Annual Electricity Concession			\$68.59Cr
* Total Current Charges (incl. GST of \$29.39)			\$323.34

Concessions

If it's not listed here, it's not being claimed. Includes GST. As an average per day over the number of days that apply to this rate.

Electricity usage and greenhouse gas emissions



Average daily use (kWh)
This account: **10.59**
Same time last year: **9.81**

Average Peak cost per day (incl. GST): **\$3.54**

Total greenhouse gas emissions (Tonnes) this account: **1.09**
For more information visit www.climatechange.gov.au

Thank you for choosing a green energy product, you have saved **0.12** tonnes of greenhouse gas emissions.

You can go to Victorian Energy Compare to compare other energy plans at compare.energy.vic.gov.au

Average daily use
The best way to compare your own energy use

Seasonal variation

The best way to understand your energy use over the last 12 months

	daily consumption (kWh)	Rating
1 person	7.46	x
2 people	11.46	✓
3 people	13.07	✓
4 people	14.49	✓
5 people	15.79	✓

Compare your electricity usage with similar households in your area.

How it works:

- Select the household size that represents the number of people in your home,
- Compare the 'Average daily consumption benchmark' to 'Your household daily consumption'.

To find out more about how average household energy usage is calculated and get some energy efficiency tips, visit www.energymadeeasy.gov.au

This benchmark applies to residential electricity consumption. It is calculated based on figures provided by the Australian Energy Regulator (AER) and is indicative only. Consumption benchmarks exclude some large appliances, such as pool pumps, and generation systems (e.g. PV). For more information or useful energy efficiency tips, visit: www.energymadeeasy.gov.au

^{^^}Estimated savings or best plan confirmation shown on the front of your bill are based on your past 12 months usage, or your available usage data (if less than 12 months) and our current in market plans at the time this bill was issued. We update our plans from time to time. If you switch plans, the amount you may save will depend on the plan you choose and the amount of energy you use. Go to energyaustralia.com.au/vic-changes to find out more.

For this billing period the following index reads have been provided by your distributor. A value of zero may be the result of the information not being available.

Meter Number	Start Date	Reading	End Date	Reading
1111111	30/11/2018	5612	28/02/2019	6575



Billing period
Monthly or quarterly bills?

21 Apr 19 - 20 Jul 19

Your electricity bill

VIC

YOUR ACCOUNT DETAILS

Account number
301 09

Tax invoice
11 391 20

Issue date
23 Jul 19

Total amount due
See the Account Summary on page 2

Joint account holders

PAYMENT PLAN

Payment plan: EasiPay

Frequency: Fortnightly

Amount: \$32.00

Next instalment due: 3 Aug 19

Payment method: Direct debit

ACCOUNT BALANCE

\$641.42

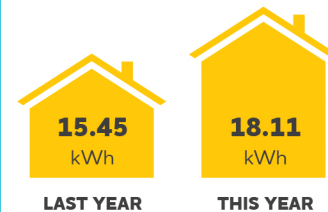
YOUR USAGE SUMMARY

Average cost per day **\$4.69**
Average daily usage **18.11 kWh**
Same time last year **15.45 kWh**

Your indicative greenhouse gas emissions
Total for this bill **2.1 tonnes**
Same time last year **1.8 tonnes**
Saved with GreenPower **N/A**

Find out more about greenhouse gas emissions at originenergy.com.au or switchon.vic.gov.au.

17.22% increase
in usage since last year



Could you save money on another plan?

Based on your past usage, our Saver plan may cost you up to \$175 less per year than your current plan.

Estimated as at this bill's issue date.

You can compare plans from other retailers by going to the Victorian Energy Compare website www.vicenergycompare.com.au

Best offer
The cheapest available plan for your home

NEED TO GET IN TOUCH?

Enquiries & moving address: 13 24 61
7 am - 9 pm local time Mon - Fri
9 am - 5 pm local time Sat

Average daily use
The best way to compare your own energy use

HOW TO PAY

DIRECT DEBIT
Register online at originenergy.com.au/myaccount or call 13 24 61 to arrange automatic payment of future accounts*

VISA OR MASTERCARD**
Call 1300 658 783 or visit originenergy.com.au/paynow

Billers Code: 41
Ref: 300 001 09

MAIL
Send this slip with your cheque made payable to: Origin Energy Holdings Limited, Private Bag 14825 Melbourne Vic 8001

IN PERSON
Pay at any Post Office*

Billpay Code: 2959
Ref: 1300 0010

TELEPHONE & INTERNET BANKING - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card* or transaction account. More info: www.bpay.com.au

Billers Code: 130112
Ref: 300 001 09

*Visa or MasterCard payments may incur a processing fee of 0.55% (incl GST) of the total payment amount. This will be shown on your next bill. Some exemptions and payment limits may apply.
*Payment processing fee of \$2.00 (incl GST) may apply.
Origin Energy Electricity Ltd ABN 33 071 052 287

ACCOUNT SUMMARY

Previous activity	
Opening balance	\$455.30
Payments received	\$241.00 CR ^A
Balance carried forward	\$214.13
Your new charges	
Total electricity charges - incl discounts and rebates (incl GST of \$38.83)	\$427.12 ^B
Current balance	\$641.25
(incl net GST charges of \$38.83)	

PAYMENTS RECEIVED ^A

27 Apr 19	Direct Debit - Bank Account	
11 May 19	Direct Debit - Bank Account	
25 May 19	Direct Debit - Bank Account	\$32.00 CR
8 Jun 19	Direct Debit - Bank Account	
22 Jun 19	Direct Debit - Bank Account	
6 Jul 19	Direct Debit - Bank Account	\$32.00 CR
20 Jul 19	Direct Debit - Bank Account	
Total		

Total amount owed
Usage + debt

Usage and service charges
The cost of this energy bill

Unpaid amount from previous bill
The debt part of the bill

TOTAL ELECTRICITY CHARGES ^B

Your site details	
Supply address VIC	National Meter Identifier (NMI) 6200 000 0000
Meter read Actual	Next billing date 3 month(s)

Period: 21 Apr 19 - 20 Jul 19 (91 days)
Your rate: General Domestic

Meter no	Usage type	Previous read	Current read	Usage (kWh)
DZ00000	Peak	49238.7	50885.8	1648.246
			Total kWh	1648.246

Charges	Usage (kWh)	Charge	Amount
Peak Usage	1648.246	31.00 c/kWh	\$510.96
Supply Charge		131.02 c/Day	\$119.23

Discounts and Rebates	
Annual Electricity Concession	\$73.28 CR
Guaranteed usage discount (33%)	\$168.62 CR
Total for period 21 Apr 19 - 20 Jul 19 (incl GST)	\$427.12

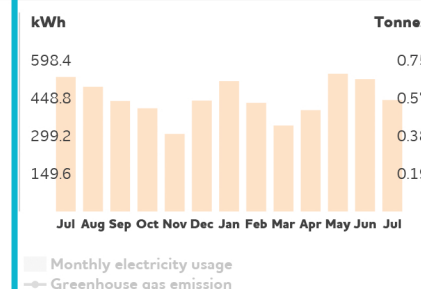
Concessions
If it's not listed here, it's not being claimed

YOUR USAGE BREAKDOWN

Average cost per day **\$4.69**
Average daily usage **18.11 kWh**
Same time last year **15.45 kWh**

Your indicative greenhouse gas emissions
Total for this bill **2.1 tonnes**
Same time last year **1.8 tonnes**
Saved with GreenPower **N/A**

Find out more about greenhouse gas emissions at originenergy.com.au or switchon.vic.gov.au.



Seasonal variation
The best way to understand your energy use over the last 12 months



NEED TO GET IN TOUCH?

- Moving address?**
 - Go online originenergy.com.au/movers (allow 3 business days notice)
- Contact us**
 - We're happy to help - any questions or complaints:
 - My Account login originenergy.com.au/myaccount
 - Call us **13 24 61** (7 am - 9 pm local time Mon - Fri) (9 am - 5 pm local time Sat)
 - Go online originenergy.com.au/rescontact
 - Write to us (no payments) **Origin Energy Customer Contact Centre**, GPO Box 1199, Adelaide SA 5001

Solar and Home Products
For Solar Power, Emergency Hot Water (24/7), Heating and Cooling Products. Sales, installation, service and solar billing enquiries call **1300 791 468**.

Concessions and rebates
You may be eligible for the Victorian Government Annual Electricity Concession or Off Peak Energy Concession - call us on **13 24 61** for details.

Payment assistance
Payment extensions, special payments, instalment plans and the Utility Relief Grant Scheme are available if you need it - call us on **13 24 61** for details.

National Relay Service
If you have a hearing or speech impairment, contact us through the National Relay Service. For more information, visit www.relayservice.gov.au

Need an interpreter?
Call **1300 137 427**

خدمة الترجمة الهاتفية للغات غير الإنكليزية.
Servicio Telefónico de Intérpretes para otros idiomas.
Per lingue oltre all'inglese contattate il Servizio d'Interpretariato Telefonico
Dịch vụ thông dịch qua điện thoại cho những ngôn ngữ khác không phải tiếng Anh.
Τηλεφωνική Υπηρεσία Διερμηνέων για άλλες γλώσσες εκτός της αγγλικής.
非英語語言電話傳譯服務。