

## Reading energy bills

How to read bills to identify concessions, the best offer, energy use and payments.





# 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

**Total amount owed**  
Usage + debt

**Usage and service charges**  
The cost of this energy bill

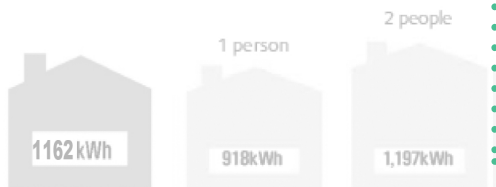
**Unpaid amount from previous bill**  
The debt part of the bill

**Billing period**  
Monthly or quarterly bills?

## How much energy are you using?

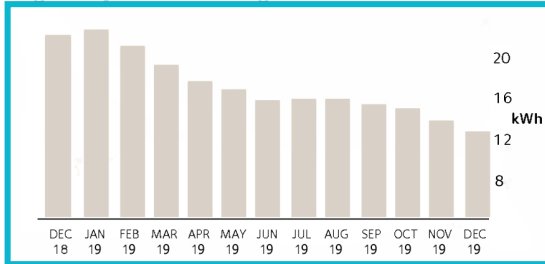
Bill period: 12 Sep 2019 to 10 Dec 2019 (90 days)

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](http://energymadeeasy.gov.au) for more information.

## Average daily cost and usage.



Legend: Average daily cost (blue bars), Average daily usage (green line)

0001170445/4294967198E-995-95-4294967198

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

### 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

## Important numbers.

Enquiries: [agl.com.au](http://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.

### Seasonal variation

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

## 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](http://agl.com.au/myaccount)

## 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](http://agl.com.au/s)

### Best offer

The cheapest available plan for your home

\*The above message is subject to energy regulations

## 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](http://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](http://agl.com.au/DoNotContact)

### Compare energy plans

Visit [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au) to compare all readily available plans in your area.

**Moving?** Visit [agl.com.au/Move](http://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](http://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 <sup>1</sup>	End reference <sup>1</sup>	kWh
A75835	Actual	1,379	2,541	1162.416

<sup>1</sup>These 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
<b>Credits</b>					
Annual Electricity Concession			\$65.54cr		
8% Pay On Time Discount			\$36.25cr		
Total credits				-	\$101.79
					\$308.98
Concessions				=	\$30.90
If it's not listed here, it's not being claimed					
(includes GST)				=	\$339.88

Account  
balance

\$458.43

Payment not required.

Reference number 7011 1372 2691 2909

Post Billpay

\*3201 70111372269129095123



**Direct Debit<sup>^</sup>**  
Sign up to Direct Debit at [agl.com.au/Payments](http://agl.com.au/Payments) or call 131 245.



**Visa or Mastercard<sup>^</sup>**  
Online: [agl.com.au/Payments](http://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



**Bill Code: 208868**  
Ref. Number: 7011 1372 2691 2909



**Post Billpay<sup>®</sup>**  
Make a Post Billpay<sup>®</sup> payment.  
Online: [postbillpay.com.au](http://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](http://humanservices.gov.au/centrepay)  
AGL Centrepay CRN: 555-068-319-J



**PayPal**  
To pay via PayPal visit [agl.com.au/Payments](http://agl.com.au/Payments)

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

+00007011137226>

+002662+

<9129095123>

<0000000000> +444+



# Electricity account

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



000/0  
 SAM SAMPLE  
 SAMPLE RD  
 SAMPLEVILLE VIC 3000

 Internet **energyaustralia.com.au**

**Billing period**  
 Monthly or quarterly bills?

Customer number	1234 567 890
Account number	3333 333 333
Service address	SAMPLE RD, SAMPLEVILLE VIC 3000
<b>Tax Invoice</b>	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

<b>Balance carried forward</b>	<b>\$151.81</b>
Current charges (see over for details)	\$323.34

<b>Total amount due (incl. GST)</b>	<b>\$475.15</b>
* 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

## 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.<sup>^^</sup>

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 rates haven't changed

energyaustralia.com.au



## Your electricity usage and service calculation

Account number 3333 333 333 Billing period 30 Nov 2018 to 28 Feb 2019  
NMI 444444444444 Service address Sample Rd, Sampleville VIC 3000

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

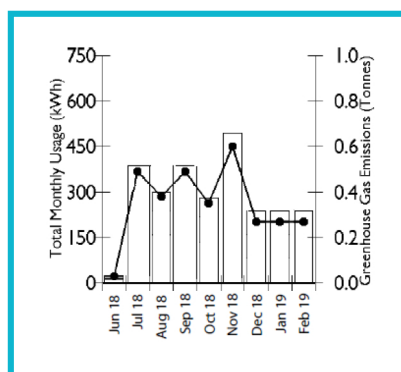
### Concessions

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

Peak 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**

You can go to Victorian Energy Compare to compare other energy plans at [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au)

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

Total greenhouse gas emissions (Tonnes) this account: **1.09**

For more information visit [www.climatechange.gov.au](http://www.climatechange.gov.au)

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

### Seasonal variation

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

	10.59
daily consumption mark (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](http://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](http://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](http://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
11111111	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**

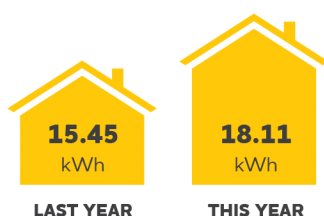
## YOUR USAGE SUMMARY

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](http://originenergy.com.au) or [switchon.vic.gov.au](http://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 [com.vicenergycompare.com.au](http://com.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

13 24 12

## FIND OUT MORE

[originenergy.com.au](http://originenergy.com.au)

## HOW TO PAY



### DIRECT DEBIT

Register online at [originenergy.com.au/myaccount](http://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](http://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](http://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 <sup>A</sup>

<b>Balance carried forward</b>	<b>\$214.13</b>
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### Your new charges

Total electricity charges - incl discounts and rebates (incl GST of \$38.83)	\$427.12 <sup>B</sup>
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<b>Current balance</b> (incl net GST charges of \$38.83)	<b>\$641.25</b>
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## PAYMENTS RECEIVED <sup>A</sup>

27 Apr 19	Direct Debit - Bank Account	
11 May 19	Direct Debit - Bank Account	\$32.00 CR
25 May 19	Direct Debit - Bank Account	
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	
<b>Total</b>		

**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 <sup>B</sup>

### 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
				<b>Total kWh</b> 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

<b>Annual Electricity Concession</b>	<b>\$73.28 CR</b>
Guaranteed usage discount (33%)	\$168.62 CR

**Total for period 21 Apr 19 - 20 Jul 19 (incl GST)** **\$427.12**

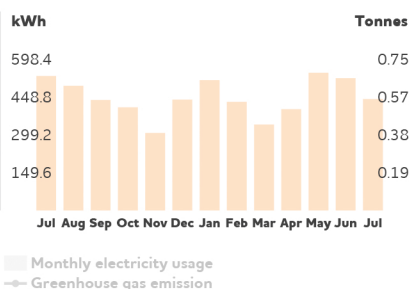
## YOUR USAGE BREAKDOWN

Average cost per day	<b>\$4.69</b>
Average daily usage	<b>18.11 kWh</b>
Same time last year	<b>15.45 kWh</b>

### Your indicative greenhouse gas emissions

Total for this bill	<b>2.1 tonnes</b>
Same time last year	<b>1.8 tonnes</b>
Saved with GreenPower	<b>N/A</b>

Find out more about greenhouse gas emissions at [originenergy.com.au](http://originenergy.com.au) or [switchon.vic.gov.au](http://switchon.vic.gov.au).



## NEED TO GET IN TOUCH?

### Moving address?

Go online  
[originenergy.com.au/movers](http://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](http://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](http://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](http://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。

## Seasonal variation

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