



047/18932
Mardy Latter
166 First Street
HALLETT COVE SA 5158

Hi Mardy,
Here's your quarterly electricity bill for supply address:
166 First Street
HALLETT COVE SA 5158



Electricity

Your details

Issue date
13 Sep 2024
Name
Mardy Latter
Account number
9821 XXXX
National Metering Identifier (NMI)
200022334455
Tax Invoice

Need help?

Support, enquiries or complaints
agl.com.au/help or **131 245**
Faults or emergencies
SA Power Networks on **131 366**
24 hours a day
Energy and Water Ombudsman SA
1800 665 565

Important information

The Australian Government and your State Government are supporting customers to reduce bills. Check the 'Understand your bill' section to see if you have received a rebate or concession. More information at **energy.gov.au**

Comparing plans

Could you save money on another plan?

Based on your past usage, our **Value Saver** plan may cost you up to **\$458 less per year** (incl. GST) than your current plan.

This offer has eligibility criteria. To view the eligibility criteria or switch plans, simply visit **agl.com.au/offerdetails** or contact us on **131 245**.

To compare other available plans, visit the Energy Made Easy website at **energymadeeasy.gov.au**

The Australian Energy Regulator requires us to include this information. Please refer to the end of your bill to find out more about how we've calculated this.

Amount due

\$2,127.89

Due date

2 Oct 2024

To avoid a late payment fee of \$12.00, please pay your bill on time.

AGL South Australia Pty Limited ABN 49 091 105 092

How to pay



Direct Debit[^]
Sign up to Direct Debit at **agl.com.au/payments** or call **131 245**.



Visa or Mastercard[^]
Online: **agl.com.au/payments**
Phone: **1300 657 386**



PayPal
To pay via PayPal visit **agl.com.au/payments**

Reference number 9821 XXXX XXXX XXXX XX



Billers Code: 33589
Ref: 9821 XXXX XXXX XXXX XX
Make this payment from your preferred account.



Centrepay
For eligible individuals: go to **servicesaustralia.gov.au/centrepay** for more information.
AGL Centrepay CRN: **555-068-320-S**



Mail
Send your cheque along with the reverse of this section to:
AGL South Australia Pty Limited
Locked Bag 20024, Melbourne VIC 3001



Post Billpay[®]
Make a Post Billpay[®] payment.
Online: **postbillpay.com.au**
Phone: **131 816** In person at any Post Office. ~ Billpay Code: **2834**



*2834

~ You may have to pay a fee of \$3.20 (incl. GST) if you pay your bill in person at the Post Office. ^Payment processing fees may apply to the total payment amount (incl. GST) for debit cards - Visa 0.14%, Mastercard 0.30% and credit cards - Visa 0.65%, Mastercard 0.78%. Debit and credit card payments via Post Billpay 0.49%.

Summary of your contract

Standard Retail Contract ¹

Your contract is ongoing

¹ This information relates to your current plan as at the date your bill was issued on 13 Sep 2024.

Average daily usage

For this bill



Same time last year



Understand your bill

Electricity charges are based on an actual meter reading

Bill period: 13 Jun 2024 to 10 Sep 2024 (90 days)

Previous balance and payments	Amount
Previous balance	\$2,085.53
9 Jul 24 payment	\$2,085.53cr
13 Aug 24 AUS SA Gov Energy Relief	\$75.00cr
Balance brought forward	\$75.00cr

New charges and credits

Usage and supply charges	Time of use	Units	Price	Amount
Peak	6am-10am and 3pm-1am every day	883.0428 kWh	\$0.4905	\$433.13
Off peak	All other times	68.4615 kWh	\$0.3362	\$23.02
Shoulder	10am-3pm every day	192.8685 kWh	\$0.2875	\$55.45
Supply charge	Daily	18 days	\$0.9996	\$17.99

Price change - 1 Jul 24 to 10 Sep 24 (72 days)

Peak	6am-10am and 3pm-1am every day	2,515.586 kWh	\$0.4741	\$1,192.64
Off peak	All other times	285.339 kWh	\$0.3303	\$94.25
Shoulder	10am-3pm every day	558.2457 kWh	\$0.285	\$159.10
Supply charge	Daily	72 days	\$1.0561	\$76.04

Total charges + \$2,051.62

Continued on next page

Assistance and support services

Payment assistance. There are a number of options available to eligible customers, including South Australian Government energy concessions and rebates, AGL payment plans and the Centrepay scheme. To find out more visit agl.com.au/concessions call us on 131 245 or call the South Australian Government Department of Human Services (DHS) on 1800 307 758.



Hearing/speech impaired
Call us on 133 677 and quote 1300 664 358.

Need help to read your bill?
Visit agl.com.au/languageguides for help in your language.



Need an interpreter?
Talk to someone in your language.
Call us on 1300 307 245.

هل تحتاج إلى مترجم شفهي؟ اتصل على الرقم الوارد أعلاه
需要一位翻译？拨打上面的电话
Hai bisogno di un interprete? Chiama il numero sopra
통역 서비스가 필요하신가요? 상단의 번호로 전화해 주세요.
Cần thông dịch viên? Hãy gọi số trên



Amount due
\$2,127.89

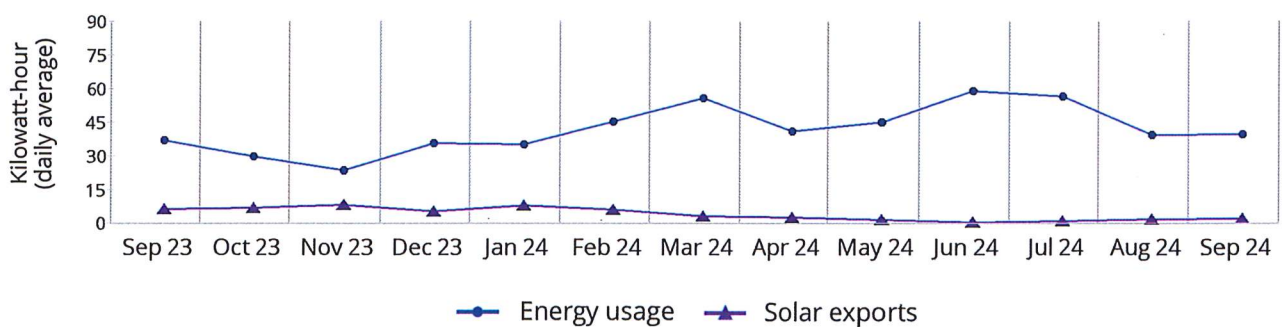
Due date
2 Oct 2024

Reference number
9821 xxxx xxxx xxx

Solar export	Time of use	Units	Price	
Feed-in tariff*	At all times	109.9796 kWh	\$0.49	\$53.89cr
Total credits			-	\$53.89cr
Total new charges and credits (excluding GST)				= \$1,997.73
Total GST				+ \$205.16
Total new charges and credits (including GST)				= \$2,202.89
Amount due				= \$2,127.89

*Item is not subject to GST. All other items are subject to GST.

Understand your usage and export



Meter details

Meter number	Read type	Rate description	Usage kWh
EDA72233	Actual	Solar	109.9796
EDA72233	Actual	Usage	751.1142
EDA72233	Actual	Usage	3,398.6288
EDA72233	Actual	Usage	353.8005

Your electricity usage is measured by an interval meter. This means you won't see a start or end read on your bill. Instead, the total amount of your electricity usage is shown.

Do you have Life Support equipment at home?

It's important that your details are up to date so we can help you prepare for any planned energy interruptions. Visit agl.com.au/lifesupport or call us on 131 245.

AGL app is free to download

You can view your usage, check and pay your bills and get support 24/7. Download the AGL app at the [App Store](#) or [Google Play](#).

Further information

We're here for you

Questions, feedback or just need a bit of help? Message us in the **AGL app** or visit agl.com.au/help

Understanding fees and charges

We want you to understand the ins and outs of your bill. To find out more about common fees and charges that appear on your bill visit agl.com.au/feesandcharges

EXAMPLE BILL - TRAINING MATERIAL ONLY**Manage your communication preferences**

If you don't want to receive marketing information about AGL products and services including discounts or special offers, visit agl.com.au/donotcontact

Are you moving?

Visit agl.com.au/move to arrange an electricity connection at your new address.

How we've calculated if you could save money on another plan

This comparison is based on rates and/or discounts applicable under your current energy plan and the suggested plan as at 13 Sep 2024. Our offers are subject to change. If we don't have usage data, we've estimated your usage based on a similar sized household. This comparison includes any applicable discounts, concessions and solar feed-in tariffs but excludes AGL double up discounts (from the suggested plan only), one-off benefits, fees and other charges such as green or ancillary charges.

Do you have Life Support equipment at home?

If someone at your address relies on medical equipment, you may be eligible for Life Support protection. Call us on **131 245** if you haven't already registered, or visit agl.com.au/lifesupport for more information.

Want to be more energy efficient?

For information about energy efficiency, visit escosa.sa.gov.au or call the SA Government Energy Advisory Service on 1800 671 907.

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EXAMPLE BILL - TRAINING MATERIAL ONLY



MARIA SUNSHINE
255A BRIGHT STREET
FINDON SA 5023

Electricity

Issue date 09 Oct 2025
Tax invoice 111XXXXXX

Need help?

Faults and emergencies SA Power Networks 13 13 66
Energy Ombudsman 1800 665 565

originenergy.com.au 13 24 61

Here's your bill

Account details

Supply Address 255A BRIGHT STREET
FINDON SA 5023

National Metering Identifier (NMI) 20012121212

Account number A-BXXXXXX

Amount due

\$260.54
New charges due 29 Oct 2025

Could you save money on another plan?

Based on your past usage, our **Origin Value** plan may cost you up to **\$297.27 (incl. GST) less per year** than your current plan. The Australian Energy Regulator requires us to include this information.

To switch to this plan, call us on **1300 791 465**. You can compare plans from other retailers on the Energy Made Easy website at **energymadeeasy.gov.au**

If this plan has the same name as your current plan, you are on an older version of the plan which has different rates. You can still save money by switching to a newer version.

Energy Bill Relief

The Australian Government and your State Government are supporting customers to reduce bills. Check the understand your bill section to see if you have received a rebate or concession. More information at **energy.gov.au**

How to pay



Card*
Go to **origin.com.au/pay** or call **1300 658 783**. Biller code: **41**
Ref: **780 XXXXXXXX**



Direct debit*
Set up at **origin.com.au/myaccount** or call **13 24 61**



Mail
Send this slip with your cheque payable to: Origin Energy Holdings Limited, GPO Box 2951 Sydney NSW 2001



BPAY®
Biller Code: **130112**
Ref: **780 XXX XXX XXX**



Centrepay
Go to **servicesaustralia.gov.au/centrepay** for more information

CRN: **555083960H**
Ref: **7800XXXXXX**



Post Billpay®*
Pay in person at any post office, or go to **postbillpay.com.au**

Biller Code: **2958**
Ref: **1780 XXX XXX X**



*Card payment fee (including Google or Apple Pay) may apply to the total payment amount (incl GST): debit card (Visa 0.27%, Mastercard 0.33%) credit card (Visa 0.65%, Mastercard 0.67%, American Express 0.64%). For NSW customers 0.49% if payment made at Australia Post. Conditions apply. Payment processing fee of the higher of \$2.70 or 0.49% may apply excl NSW.

EXAMPLE BILL - TRAINING MATERIAL ONLY

Plan Summary

Origin Basic

Understand your bill

Billing period: 08 Jul 2025 to 07 Oct 2025 (92 days)

This bill is based on an actual reading

Since your last bill

Date	Item	Amount
Opening Balance		-\$115.93
Payments Received & Account Transfers		\$0.00
Balance brought forward		-\$115.93

New charges and credits

Usage and supply charges

Billing period: 08 Jul 2025 to 07 Oct 2025 (92 days)

Item	Description	Units	Price	Amount
General Usage	First 1009	945.958 kWh	\$0.471570	\$446.09
General Usage	Remaining	0 kWh	\$0.509630	\$0.00
Daily Supply		92 days	\$1.135090	\$104.43
Total charges				\$550.52

Assistance and support services

Payment Assistance

Payment extensions, instalment plans and assistance through authorised welfare groups are available if you need it. You may also be eligible for the Hardship Utility Grant Scheme - head to originenergy.com.au/paymentassistance or call us on 13 24 61 for details.

National Relay Service

To use the teletypewriter (TTY) service, please call 13 36 77. This is available for the cost of a local call. To use the Speak & Listen service, please call 1300 555 727

Need an interpreter?

Call 1300 137 427

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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 Διαμεγμένων για άλλες γλώσσες εκτός της αγγλικής.
非英語語言電話傳譯服務。

Interpreter

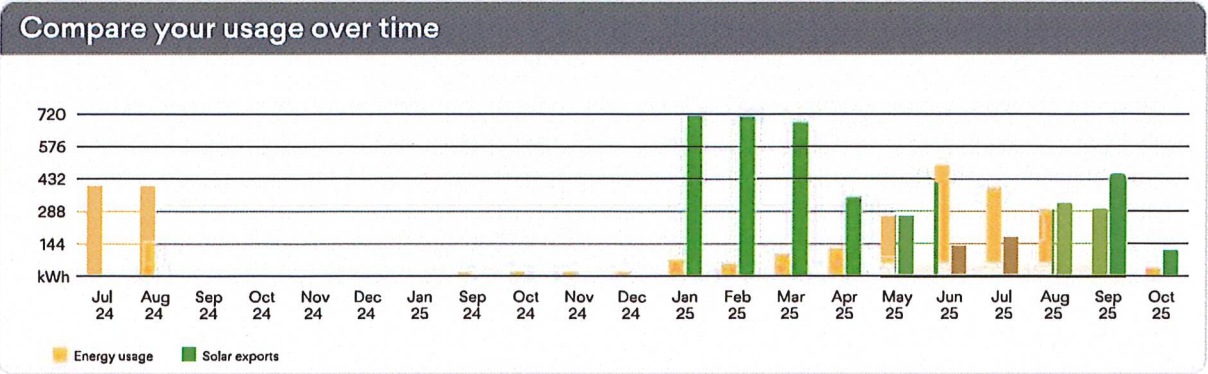
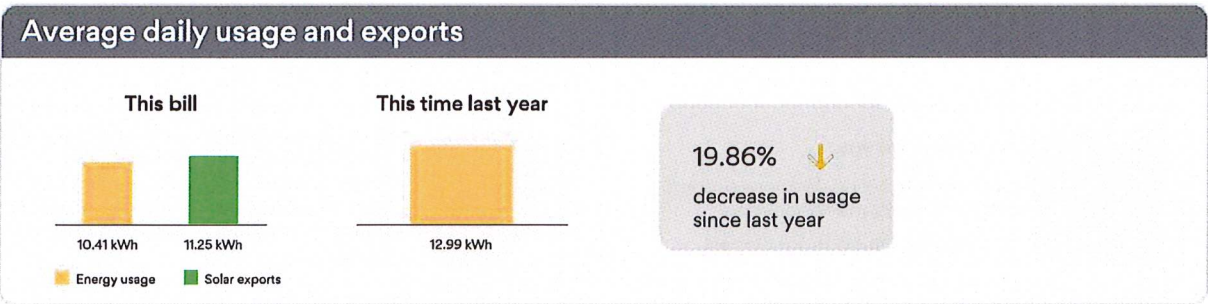
Account balance

\$260.54

outstanding

EXAMPLE BILL - TRAINING MATERIAL ONLY

Understand your bill (continued)				
Solar exports				
Item	Description	Units	Price	Amount
Solar feed-in credit (incl GST, if any)		1046.244 kWh	\$-0.020000	-\$20.93
Total exports				-\$20.93
Credits				
Date	Item			Amount
01 Oct 2025	Australian Government Energy Bill Relief (non-taxable, no GST)			-\$75.00
08 Oct 2025	SA Government Energy Concession (08 Jul 2025 - 07 Oct 2025) (incl GST of \$7.10)			-\$78.13
Total credits				-\$153.13
Your total for this bill				\$376.46
GST included in total				\$42.94
*All amounts include GST, unless otherwise specified				
Account Balance				\$260.54
Meter details				
Meter	Read type	Start read	End read	Usage (kWh)
LG1623XX	Actual	2936.309	3982.572	1046.244
LG1623XX	Actual	1267.131	2213.244	945.958
Total kWh				1992.202



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We're here for you

Get help with billing, financial support, account management and more.

Visit origin.com.au/help-support



At Origin, we acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of Country throughout Australia and we pay our respects to elders past, present and future.

Additional information

Concessions and rebates

The South Australian Government Customer Concession Scheme for Energy is administered by the Department of Human Services. For details about concessions and how to apply please contact the ConcessionsSA Hotline on 1800 307 758 or go to www.sa.gov.au/concessions

Life Support

If someone living at your property relies on life support equipment, please call us on **13 24 61**.

We've changed your Market Agreement Terms, from 2 June 2025

We've changed the 'Digital Meters and energy supply interruption' clause in your Terms. We updated this clause because of the recent smart meter rollout rule change. We've also made some changes to the notice requirements in the 'Feed-in Tariffs' and 'Changes to Charges' clauses. You can view your updated Terms at originenergy.com.au/termsandconditions

EXAMPLE BILL - TRAINING MATERIAL ONLY



DENNIS GREEN
10TREETOPS LANE
CHERRYVILLE SA 5134

Electricity

Issue date 01 Mar 2024

Tax invoice XX123XX

Need help?

Faults and emergencies SA Power Networks 13 13 66

Energy Ombudsman 1800 665 565

originenergy.com.au 13 24 61

Here's your bill

Account details

Supply Address 10 TREETOPS LANE
CHERRYVILLE SA 5134

National Metering Identifier (NMI) 20012345678

Account number A-C123456

Amount due

\$527.14

New charges due 22 Mar 2024

Energy Price Relief Plan

The Australian Government and your State Government are supporting customers to reduce bills. Check the understand your bill section to see if you have received a rebate or concession. More information at energy.gov.au

Could you save money on another plan?

Based on your past usage, our **Origin Go Variable** plan may cost you up to **\$80.30 (incl. GST) less per year** than your current plan. The Australian Energy Regulator requires us to include this information.

To switch to this plan, head to origin.com.au/compare. You can view plans from other retailers on the Energy Made Easy website at energymadeeasy.gov.au

How to pay

Card*
Go to origin.com.au/pay or call 1300 658 783. Biller code: 41 Ref: 500 XXXXXXXXXX

Direct debit*
Set up at origin.com.au/myaccount or call 13 24 61

Mail
Send this slip with your cheque payable to: Origin Energy Holdings Limited, GPO Box 2951 Sydney NSW 2001

BPAY®
Biller Code: 130112
Ref: 500 XXXXXX XXX

Centrepay
For further information visit services.australia.gov.au/centrepay

Origin CRN: 555083960H
Ref: XXXXXXXXXX

Post Billpay®
Pay in person at any post office, or go to postbillpay.com.au

Biller Code: 2958
Ref: 1500 XXX XXXX X



*2958 1500016204462

*Card payment fee may apply to the total payment amount (incl GST): debit card (Visa 0.24%, Mastercard 0.28%) credit card (Visa 0.56%, Mastercard 0.64%). For NSW customers 0.49% if payment made at Australia Post. Conditions apply. Payment processing fee of the higher of \$2.70 or 0.49% may apply excl NSW.

EXAMPLE BILL - TRAINING MATERIAL ONLY

Plan Summary

Origin Basic

Understand your bill

Billing period: 27 Nov 2023 to 28 Feb 2024 (94 days)

This bill is based on an estimation

Your distributor was not able to take a meter read. To request a new bill based on your reading, you can submit your own meter read before the due date. For guidance and requirements visit originenergy.com.au/selfmeterread

Since your last bill

Date	Item	Amount
Opening Balance		\$379.72
Payments Received & Account Transfers		-\$700.00
30 Nov 2023	BPAY	-\$100.00
14 Dec 2023	BPAY	-\$100.00
28 Dec 2023	BPAY	-\$100.00
11 Jan 2024	BPAY	-\$100.00
25 Jan 2024	BPAY	-\$100.00
08 Feb 2024	BPAY	-\$100.00
22 Feb 2024	BPAY	-\$100.00
Balance brought forward		-\$320.28

Assistance and support services

Payment Assistance

Payment extensions, instalment plans and assistance through authorised welfare groups are available if you need it - head to originenergy.com.au/paymentassistance or call us on 13 24 61 for details.

Use Centrepay to make regular deductions from your Centrelink payment. Centrepay is a voluntary and easy payment option available to Centrelink customers.

Go to servicesaustralia.gov.au/centrepay for more information on how to set up your Centrepay deductions.

National Relay Service

To use the teletypewriter (TTY) service, please call 13 36 77. This is available for the cost of a local call. To use the Speak & Listen service, please call 1300 555 727

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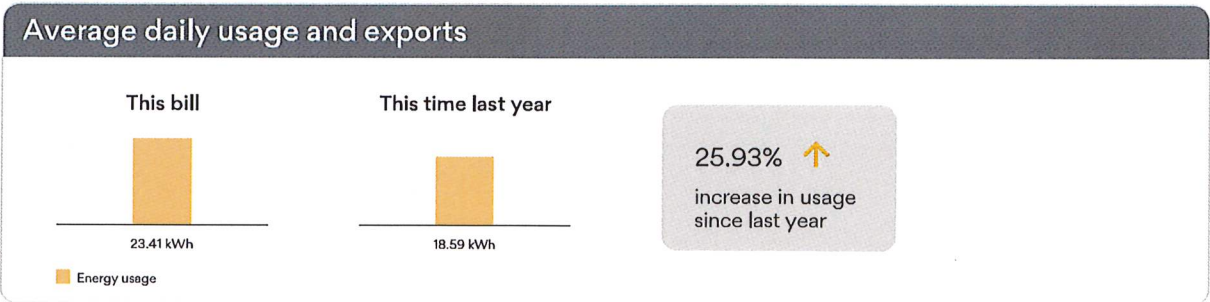
Account balance

\$527.14

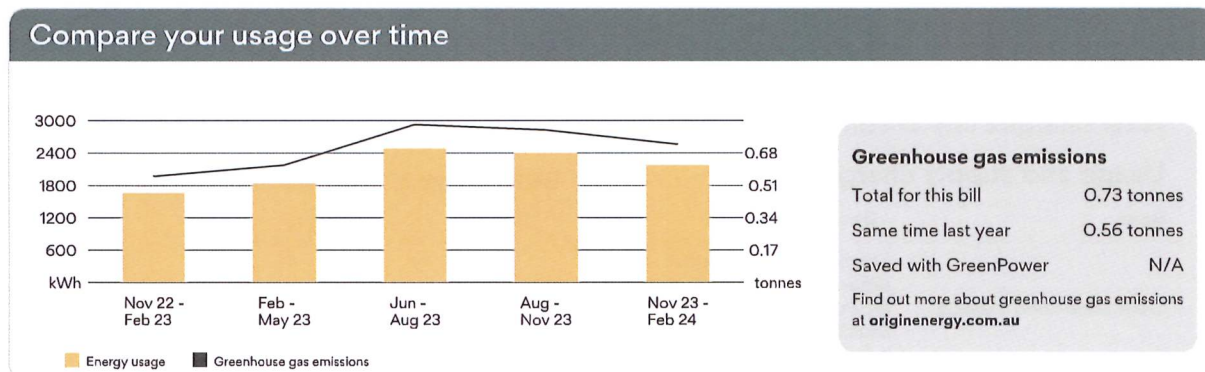
outstanding

EXAMPLE BILL - TRAINING MATERIAL ONLY

Understand your bill (continued)				
New charges and credits				
Usage and supply charges			Billing period: 27 Nov 2023 to 28 Feb 2024 (94 days)	
Item	Description	Units	Price	Amount
Controlled Load 1 Usage	The hours of application are determined by your Distributor, SA Power Networks. Supply is usually available for 6 hours daily between 10pm and 7am.	1226 kWh	\$0.225170	\$276.06
General Usage	First 1031	975 kWh	\$0.468930	\$457.21
General Usage	Remaining	0 kWh	\$0.506000	\$0.00
Daily Supply		94 days	\$1.086690	\$102.15
Total charges				\$835.42
Other charges				
Date	Item			Amount
29 Feb 2024	Late payment fee (non-taxable, no GST)			\$12.00
Total other charges				\$12.00
Your total for this bill				\$847.42
GST included in total				\$75.95
*All amounts include GST, unless otherwise specified				
Account Balance				\$527.14
Meter details				
Meter	Read type	Start read	End read	Usage (kWh)
228630	Estimate	2653.0	3879.0	1226.0
868027	Estimate	1283.0	2258.0	975.0
Total kWh				2201.0



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