Understanding your gas bill

Australian Gas Networks

A pathway to cleaner energy
Blended 5% renewable gas in Mitchell Park

For more information
blendedgas.agn.com.au

THE BILLING PROCESS

As the distributor of natural gas, Australian Gas Networks (AGN) is responsible for delivering natural gas to your home or business through our network (pipes) and measuring the volume we supply through our meter. We do this on behalf of your energy retailer. Your energy retailer is responsible for organising the supply of gas and for billing.

Your gas meter tells us the volume of gas delivered over a period of time. Gas composition and pressures in our network can vary depending on your location, these differences mean people can use different volumes of gas to receive the same amount of energy.

To make sure everyone is billed fairly, we convert the volume of gas used to the amount of energy consumed using a heating value and pressure correction factor.

When you look at your gas bill, this is how it will appear:

(current reading – previous reading) x heating value x pressure correction factor = Gas used (also known as consumption)

ADJUSTMENTS FOR BLENDED RENEWABLE GAS

Hydrogen has a lower heating value than natural gas. This means the volume of blended renewable gas is slightly higher, when compared to 100% natural gas, in order to deliver the same amount of gas energy to your home or business. But this doesn't mean you will pay any more.

Although your meters will record a slightly higher volume of blended gas, we will adjust the pressure correction factor to ensure the amount of gas energy you are billed for remains the same as if you were using 100% natural gas. This means there will be no additional cost for using 5% renewable hydrogen.

The cost of producing the hydrogen will be met by AGN.

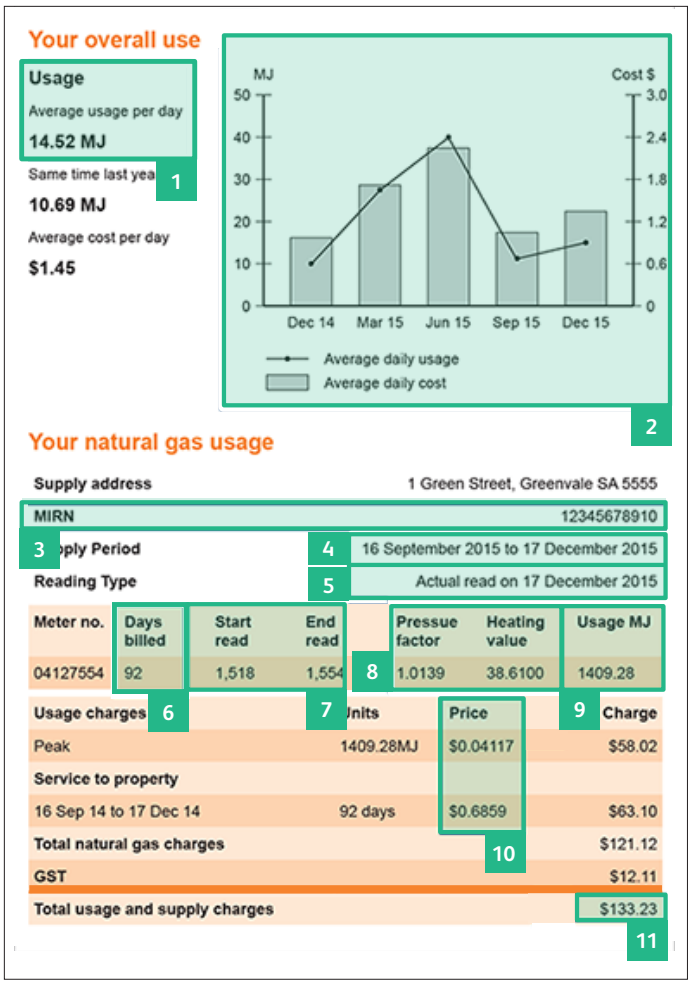
The project will not directly impact on any existing arrangements you have in place with your gas retailer – the amount you pay your retailer for blended renewable gas will be no different to the cost of 100% natural gas.

1300 001 001
communityengagement@agig.com.au
blendedgas.agn.com.au

HELPING YOU TO UNDERSTAND A TYPICAL GAS BILL

There are a number of items on your gas bill. An example of a typical gas bill is shown below. As shown, item 7 is provided by AGN. We will be updating this on your bill to ensure you pay no more for receiving blended gas.

AN EXAMPLE OF A TYPICAL GAS BILL



Further information on reading gas bills is available on the South Australian Government website: www.sa.gov.au/topics/energy-and-environment/energy-bills/understanding-bills

1 AVERAGE USAGE PER DAY

The current billing period compared to the same period last year

This is calculated by the total usage over the billing period divided by the number of days in the billing period.

2 USAGE GRAPH

This graph shows the pattern of gas used at the property compared with previous billing periods, allowing comparison across billing periods and seasons.

3 MIRN – METER INSTALLATION REFERENCE NUMBER

The unique meter serial number for the property's address.

4 BILLING PERIOD

Shows the billing period for the current bill.

5 READ TYPE

Retailers can estimate how much gas has been used and bill accordingly. By law, retailers must do an actual reading (noted by 'a' or 'actual') no less than once every 12 months.

6 BILLING DAYS

The number of days this bill covers - households are billed quarterly, around 91 days.

7 VOLUME OF GAS

Volume of gas used during the billing period = End read - Start Read.

8 PRESSURE/CONVERSION/CORRECTION FACTOR AND HEATING VALUE

To convert the volume used to gas energy consumed, the volume is multiplied by the pressure factor and the heating value. These factors are measured by AGN and averaged out over the billing period.

As outlined above, the meter reads (start and end) will be slightly higher when using blended renewable gas because you will use a slightly higher volume to operate the same appliances in your home or business.

The difference in the meter reads (volume of gas used over time) will be multiplied by the pressure factor and heating value to provide usage shown as **consumption**.

AGN will lower the pressure factor to offset the increase in meter reads, resulting in a total usage (**consumption**) the same as if you were using 100% natural gas.

As a result, the meter reads on your bill may appear slightly higher and the pressure factor slightly lower during the project period.

9 CONSUMPTION

The total number of gas units used. It is this volume that is used to calculate the total dollar amount due (**Total Due**).

10 TARIFF

Prices paid for gas. Usage charges will change depending on how much gas is used. The service charge to property remains fixed.

11 TOTAL DUE

The amount owed for service and usage charges for the billing period. This may also include unpaid amounts from previous bills.