

Our Guaranteed Customer Service Standards.

New South Wales.



Our Guaranteed Customer Service Standards

These Guaranteed Customer Service Standards form part of your Energy Plan. They comply with requirements in the *Gas Supply Act 1996* and the *Electricity Supply Act 1995*.

> Telephone hotlines

We have a telephone service that operates 24 hours a day, seven days a week which lets you receive notice of, and give information about, faults and difficulties in gas or electricity works. Call 131 909.

We have a telephone service that operates during business hours (8am – 6pm AEST Monday to Friday) which lets you receive notice of, and give information about, your bill and services arranged by us. Call 131 245.

> No Disconnection except after due notice

If we have the right to Disconnect the Supply of Energy to your Supply Address, we will not do so unless we have:

- >> sent you at least two written notices, at least one week apart, of our intention to do so; and
- >> made reasonable attempts to deal with you in person or by telephone (including at least one attempt to contact you outside of business hours) for the purpose of helping you do whatever is necessary to remove the reasons for Disconnection.

> In the notice, or in our dealings with you, we will:

- >> advise you of the reasons for Disconnection
 - >> let you know the date of the proposed Disconnection if those reasons are not addressed by you (which will be no earlier than two weeks after the date the first notice is sent)
 - >> advise you of your rights in relation to the proposed Disconnection, including in particular your right to refer any complaint to the Energy and Water Ombudsman NSW (**Ombudsman**)
 - >> if the reasons for Disconnection relate to non-payment of a bill, advise you of any relevant government funded rebate or relief schemes and payment plans we offer.
- > If you make an application to us for a payment plan, before the date we advise you that such an application must be made, we will not Disconnect the Supply Address on the proposed date.
 - > We will advise you of the outcome of any application you make to us for a payment plan before we send the second Disconnection notice.
 - > We will not Disconnect the Supply Address on the proposed date if, before that date you request that any complaint be referred to the Ombudsman (in which case we will not Disconnect the Supply address until the matter is determined by the Ombudsman).
 - > We will document all of our actions during this process.

> Notice given to you after Disconnection

If we Disconnect the Supply of Energy to your Supply Address we will give you a notice of the reason for Disconnection, a telephone number to contact us about the Disconnection, what you need to do to have Supply Reconnected (including any costs that apply), and the dispute resolution procedures available in relation to disputes between you and us.

> Reconnection of Supply

When you pay your bill, or make an acceptable payment arrangement with us, or otherwise rectify the reason for the Disconnection within 10 Business Days, we will Reconnect your Energy Supply on your request if you pay the Reconnection fee.

> Punctuality in keeping appointments

If we or our representatives are more than 15 minutes late for an appointment with you we will pay you at least \$25 by way of compensation for the delay.

This excludes appointments with AGL Assist and AGL Energy Shop representatives.

Energy in
action.®

AGL

For information on being energy efficient,
just call us on **131 245** or visit **agl.com.au**

Arabic

هل تحتاج لمترجم؟ اتصل على الرقم أدناه:

Spanish

¿Necesita un intérprete? Llame al número indicado abajo.

Italian

Se vi serve un interprete, telefonate al seguente numero.

Greek

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

Croatian

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Vietnamese

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Chinese

如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **131 245**.

AGL Retail Energy Limited ABN 21 074 839 464

AGL Sales Pty Limited ABN 88 090 538 337



CONSUMER

AGL Energy uses
Greenhouse Friendly™
ENVI Silk Carbon Neutral Paper

ENVI Silk is an Australian Government
certified Greenhouse Friendly™ Product.