



Switched on Living.

Delivery Address:
Locked Bag 1837
ST LEONARDS NSW 2059

No stamp required
if posted in Australia



AGL
Reply Paid 1837
ST LEONARDS NSW 2065

**The Alternative
Contact Service
allows you to
continue managing
your energy
accounts in times
of difficulty**

Contact Us

Residential Services

131 245

Mon-Fri 8am-6pm, Sat 8.30am-12.30pm

www.agl.com.au

LANGUAGE ASSISTANCE

Arabic

هل تحتاج مترجم؟ 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。

If you would prefer not to receive marketing offers from AGL,
please call **131 245**.

AGL Sales Pty Limited ABN 88 090 538 337
AGL Retail Energy Limited ABN 21 074 839 464

AGL0787_D

AGL058045 (02/06)

assistance.



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A special service for those in need

AGL's Alternative Contact Service is a free service that helps you when unforeseen problems arise.

It has been designed to assist people who, for a variety of reasons, may have difficulty receiving or paying their accounts on time. Difficulties may occur when people have long periods away from home (such as frequent hospitalisation) or suffer from dementia, a disability or other medical condition.

The purpose of AGL's Alternative Contact Service is to give you peace of mind.

How the service works

If your gas or electricity bill becomes overdue, AGL sends out a reminder notice. Then, if the bill remains unpaid, a further notice is sent before the process to disconnect your gas or electricity begins.

If your bill becomes overdue, and your name is listed with AGL's Alternative Contact Service, we will make every effort to contact you before any further follow up or disconnection action and discuss why your bill has not been paid. If you are unable to get out to pay your bill, we will know not to begin disconnection proceedings.

Furthermore, if we are unable to contact you directly, we will then try to contact the person nominated on your form. The person you nominate may be a friend, a neighbour, or a relative, as long as they are likely to be aware of your situation and know how to contact you if

the need arises.

It's important to understand the contact person is not expected to pay your bill – this is your responsibility. It is your alternative contact whom we will try to speak to when you are not available.

How to register

To apply for the Alternative Contact Service, both you and your contact will have to complete and sign the attached registration form (signatures are required from both parties). Then simply seal the form and post it to us.

If any details change, including contact details, or if you wish to nominate a different contact person, simply phone our Customer Service Centre on **131 245**.

Registration Form

Your AGL customer details:

AGL Electricity account number: _____

AGL Gas account number: _____

Name: _____

Supply address: _____

Telephone (work): _____

Telephone (home): _____

Mobile: _____

I authorise AGL to contact, on my behalf, the person whose name, address and signature appears below.

Customer signature _____

Contact person details:

Name: _____

Mailing address: _____

Telephone (work): _____

Telephone (home): _____

Mobile: _____

Relationship to Customer: _____

Contact signature _____

Office use only / /