



Switched on Living.

Delivery Address:

Ground Floor
43 – 45 Centreway
MT WAVERLEY VIC 3149

No stamp required
if posted in Australia



AGL Alternative Contact Service
Reply Paid 68983
MOUNT WAVERLEY VIC 3149

**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 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。

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

AGL Sales Pty Limited ABN 88 090 538 337



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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, having your name listed with AGL's Alternative Contact Service assists us to contact you to discuss why your bill has not been paid and, where appropriate, to prevent any further follow up or disconnection action.

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 that this form will not authorise the disclosure of your account details to the contact person, and 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: _____

Mailing address: _____

Supply address (if different from above): _____

Telephone (work): _____

Telephone (home): _____

Mobile: _____

I authorise AGL to contact the person whose name, address and signature appears below, to establish my whereabouts in circumstances where AGL has been unable to contact me about a bill payment.

Customer signature _____

Contact person details:

Name: _____

Mailing address: _____

Telephone (work): _____

Telephone (home): _____

Mobile: _____

Relationship to Customer: _____

Contact signature _____

Office use only / /