

Customer Charter.

What we'll do.
We promise.

At AGL, we use our energy to help you. Our services, know-how, care and offers all add up to an easier life for you. Hassle-free.

And should you ever need to talk to us, we'll make sure you'll be treated like a customer should. Valued.

Here are a few other things we believe in. In black and white.

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1. About our Retail Customer Charter

Our Retail Customer Charter ('Charter') provides you with details of our mutual rights, entitlements and obligations and sets out what you can expect as our customer.

This Charter outlines the key points that cover the supply of gas and/or electricity ('energy') to your Supply Address, and it complements the terms and conditions of the applicable regulations which apply to the sale of energy to a small customer in your State. These applicable regulations include:

- for South Australian customers, the Energy Retail Code, issued by the Essential Services Commission of South Australia;
- for Victorian customers, the Energy Retail Code, issued by the Victorian Essential Services Commission;
- for NSW gas customers, the *Gas Supply Act 1996* and the Gas Supply (Natural Gas Retail Competition) Regulation 2001;
- for NSW electricity customers, the *Electricity Supply Act 1995* and the Electricity Supply (General) Regulation 2001;
- for Queensland electricity customers, the *Electricity Act 1994*, the Electricity Regulation 2006 and the Electricity Industry Code 2007.

This Charter applies to those customers who are 'small' customers for the purposes of the applicable regulations identified above. It does not apply to gas customers in Queensland. These regulations do not contain all of our obligations. As your energy retailer, we also have obligations to you under:

- our retail licences for gas and electricity in the various states;
- various laws, including:
 - the *Trade Practices Act 1974* (Commonwealth);
 - the *Privacy Act 1988* (Commonwealth);
 - in South Australia, the *Essential Services Commission Act 2002*, the *Electricity Act 1996*; *Electricity (General) Regulations 1997* the *Gas Act 1997* and *Gas Regulations 1997*;
 - in Victoria, the *Victorian Fair Trading Act 1999*, *Essential Services Commission Act 2001*, *Gas Industry Act 2001*, the *Electricity Industry Act 2000*; and
 - in Queensland, the *Fair Trading Act 1989*, the *Queensland Competition Authority Act 1997* and the *Energy Ombudsman Act 2006*.
- other codes, guidelines and orders, including:
 - in South Australia, the Energy Marketing Code, the Energy Customer Transfer and Consent Code, the Electricity Distribution Code, the Energy Price Disclosure Code and the Gas Distribution Code;
 - in Victoria, the Code of Conduct for Marketing Retail Energy; and the Essential Services Commission Guidelines – Electricity Industry Guideline No 4 – Credit Assessment, Electricity Industry Guideline No 13
 - Greenhouse Gas Disclosure on Electricity Customers' Bills, Energy Product Disclosure Guideline and the Gas Industry Guideline No 1 – Credit Assessment;
 - in New South Wales, the Marketing Code of Conduct; and
 - in Queensland, the Electricity Industry Retail Marketing Conduct Rules.

If you are a New South Wales customer and you request it from us, we will provide you with a copy of your contract and any documents referred to or incorporated in the contract, or a copy

of the *Gas Supply Act 1996*, the *Gas Supply (Natural Gas Retail Competition) Regulation 2001*, the *Electricity Supply Act 1995*, or the *Electricity Supply (General) Regulation 2001*.

If at any time you have additional questions, or if you need more information about any of the applicable regulations that apply to you, please call us on 131 245. If you are a Queensland customer, a copy of the Electricity Industry Code can be found on the Queensland Competition Authority website at www.qca.org.au

2. What you can expect from us

We care about quality service and meeting our obligations.

Our service commitment to you aims to:

- answer your calls as quickly as possible;
- respond to your written enquiries within five (5) business days; and
- keep appointment time frames.

We will also show you our commitment by:

- providing you with easy telephone access to our Customer Service Centres at a local call rate for all of your billing and general enquiries;
- assisting you with energy efficiency advice and tips;
- providing you with information and advice on the right tariff for you;
- making multilingual interpreting services available to you at no cost (please refer to the back of this Charter for details);
- giving you access to a telephone typewriter (National Relay) service if you are hearing impaired;
- providing you with a copy of this Charter or the applicable Energy Retail Code (for South Australian and Victorian customers) upon your request (as well as large print versions);
- if you are a Queensland electricity customer, offer a copy of a large print Charter on request free of charge, a copy of our obligations under Chapter 4 of the Electricity Industry Code in large print on request for a reasonable charge and a copy of the Charter (normal print) on request for a reasonable charge if not the first copy; and
- If you are a South Australian customer, we are also obliged to answer 85% of your calls in 30 seconds.

3. Protecting your Personal Information

We are committed to protecting the privacy of our customers and handling all personal information in accordance with the *Privacy Act 1988* (Commonwealth) and other regulatory requirements.

We need to collect your personal information, such as your name and address, for the purposes of supplying you with your energy needs, to administer your energy contract and if necessary, to transfer you from your existing supplier. We also need to disclose your personal information to other organisations, such as distributors or organisations which process and distribute our contracts and bills so that we can perform these purposes.

We may also use your personal information for related purposes, including to keep you informed about other products and services. To assess your application for credit or to notify parties of credit default by you, we may exchange information about your creditworthiness and credit standing with:

- credit reporting agencies;
- other credit providers;
- your energy distributor;

- other energy retailers;
- our agents;
- our contractors; and
- our franchisees.

Any information that is exchanged will only be as permitted by *the Privacy Act 1988* (Commonwealth).

If you do not wish us to use your information for any purpose, other than to supply you with your energy needs, or if you wish to access any of the personal information we hold about you, please call 131 245. To find out more about AGL's Privacy Policy visit www.agl.com.au

4. Retailers and Distributors

As your energy retailer, we sell you the energy that is delivered to your supply address by your distributor(s) distribution network. Your local energy distributor(s) should be contacted for any faults and emergencies and we will include their phone number on your bill.

In South Australia, we also have obligations to you relating to the quality of gas supplied to your supply address and the safety and reliability of that supply. If your supply address is in South Australia and you have any concerns about the quality of your gas supply, please contact us immediately. The distributor is responsible for:

- the operation of the energy distribution network;
- the connection of your supply address to the distribution network and maintenance of that connection (i.e. poles, pipes and wires); and
- the delivery of energy to your supply address. It is inherent in the nature of energy that its quality and frequency and the continuity of its delivery can be affected by a number of factors beyond our control, such as accidents, weather, animal interference and the acts of regulatory authorities, generators and distributors. Fluctuations and interruptions can cause problems with your energy equipment. You should consider taking steps to protect this equipment or provide a back up supply (if that is required).

As your energy retailer, we will use our best endeavours to work with your distributor to arrange for the delivery of energy to your supply address and help resolve any quality or continuity of delivery issues that may occur.

5. Getting you Connected

For all connections, we will ask you to:

- make an application to us by simply calling us on 131 245 (if your supply address is in Victoria, New South Wales or South Australia) or 1300 309 327 if you wish to connect a supply address to electricity in Queensland. Or visit the connect/disconnect section of our web site at www.agl.com.au
- provide required information such as acceptable identification and contact details and, if you are requesting to connect a rental property, contact details for the property owner or agent; and
- pay any fees or charges if required.

We may also request that you provide us with information about the appliances installed at the supply address and the anticipated usage of the appliances to ensure that your meter and/or tariff are correct.

Prior to any connection, it would assist us if you paid any outstanding amounts you owe from a previous supply address (where the outstanding amount is not in dispute or an amount

for which you have a payment plan in place). Where applicable, we may also ask for a refundable advance, security deposit, a bank guarantee, a security levy (NSW business customers only) or ask you to enter into a payment agreement with us.

5.1 Establishing your Supply – new connections

If your supply address is not already connected to the distribution network and you require a new connection, we will work with your distributor(s) to determine the availability of supply and arrange for the distributor(s) to connect your supply address to its network.

To commence the new connection process, you first need to make an application by contacting us on 131 245 (if your supply address is in Victoria, New South Wales or South Australia) or 1300 309 327 if you wish to connect a supply address to electricity in Queensland or visiting connect/disconnect at www.agl.com.au. To ensure there is plenty of time we recommend that you contact us as soon as you are aware that you require a new connection. We also ask that you provide safe, convenient and easy access to your property and/or the meter for the purpose of connection.

Moving into a new supply address

If you are moving in to a new supply address that has the energy supply already connected, please contact us three (3) business days (and even earlier if you live in a remote area) prior to your move to ensure we can arrange connection on time. We'll let you know about any applicable connection/establishment fees. These fees may be reduced for concession card holders.

6. Our Customer Contracts, Cooling-off and Termination

As our customer, you will be under a contractual arrangement for the supply of energy at your supply address. There are various types of contracts and the nature and terms of your contract will vary depending upon your circumstances. To help you understand your relationship with us the different contracts are:

- Deemed Contract – only applies to you if you are a small Victorian energy customer and you:
 - have been an electricity franchise customer with us at your current address before 1 January 2001 and you have not signed a new contract with us or another retailer since that time;
 - have been a gas franchise customer with us before September 2001 and you have not signed a new contract with us or another retailer since that time; and
 - consume energy at a supply address for which you are responsible without first contacting us.
- Standing Contract (or Standard Form Contract) – applies to you if you:
 - are a South Australian electricity customer and you have accepted our standard terms as gazetted in South Australia from time to time, or if you are an existing electricity customer and have not entered into a Market Contract with us or another retailer;
 - are a Victorian energy customer and you have accepted our standing offer as gazetted in Victoria from time to time; or
 - are a New South Wales gas customer and you have accepted our Standard Form Contract as published in a newspaper circulating in your area from time to time.

- Default Contract – only applies to you if you are a South Australian energy customer and you have moved into a supply address that was (immediately before you moved in) supplied with energy by AGL and you have started consuming energy, but you have not entered into a standing contract with us (for electricity only), or a Market Contract with us or another retailer. In this instance you should contact us to discuss moving to a more appropriate contract.
- New Occupant Contract – only applies to you if you are a New South Wales customer and you consume energy at the supply address for which we are responsible without arranging a Market Contract or Standard Form Contract.
- Standard Retail Contract – only applies to you if you are a Queensland electricity customer and you have either accepted our Standard Retail Contract or you have moved into a supply address that was (immediately before you moved in) supplied with energy by us and you have started consuming energy, but you have not entered into a negotiated retail contract ('Market Contract') with us or another retailer.
- Market Contract – only applies to you if you accept a specific market offer (Energy Plan) from us. Your tariff and the terms and conditions may be different from our Deemed, Standing, Default, Standard and New Occupant Contracts. The Market Contract will also set out the terms and conditions and the period of the contract. The terms and conditions and the period of the contract may vary depending on the different Energy Plan product.

For information and the full terms and conditions of our Deemed, Standing, Default, Market and Standard Retail Contracts please visit www.agl.com.au or call us on 131 245 and we will send you a copy.

In our Market Contracts we are permitted to make some variations to the basic terms and conditions established by the Codes and Regulations. In most cases, it will only be possible for us to do so if we have your consent. If you have accepted a Market Contract, the AGL Terms for Gas and Electricity brochure ('Terms') that you received with your Energy Plan set out your terms and conditions. Alternatively, the Terms can be found at www.agl.com.au or you can contact us on 131 245 and we will send you a copy. If you ever have queries relating to the actual contract variation or the nature of permitted variations, please call us on 131 245.

Your contract may be subject to a 10 business day Cooling-off Period – if it is, the terms of the contract will explain how you can exercise this right and the time at which the Cooling-off Period starts.

Your energy contract with us will terminate in instances such as you:

- cancel the contract during the Cooling-off Period;
- vacate your supply address;
- transfer to another retailer;
- enter into another contract with us;
- request disconnection; or
- give us notice that you are terminating the contract.

There may be an administration fee applied for early termination of fixed term contracts. The amount and application of any such fee will be set out in the terms and conditions of your energy contract with us. If you have a fixed term contract we will contact you before the end of the fixed term to tell you:

- that the fixed term is about to end;
- about the tariff, charges and terms and conditions which will apply if you do not exercise any other option once the term of the contract has expired; and
- about other options available to you regarding the supply of energy to your supply address once the term of the contract has expired.

When the fixed term expires, unless you have entered into another energy contract for the supply address, then your contract with us will continue at the tariff and on the terms and conditions that we have informed you of prior to the expiry of the fixed term of the contract.

If you are a customer under a Deemed or Default Contract in Victoria, New South Wales and South Australia, you may terminate your contract with us immediately by writing to us or phoning us (subject to us being able to verify your identity).

In either case, your contract with us will terminate immediately upon your transferring to another retailer, or on the commencement of a new contract with us.

If you are an electricity customer under a Standard Retail Contract in Queensland, you may terminate your contract on the earlier of after the applicable notice period; a date agreed; when you become a large customer; when a negotiated contract commences; when the supply commences to another customer at the same premises; when another retailer becomes the Financially Responsible Market Participant for that supply address; or when you have been disconnected and no longer have a right to be reconnected.

Please refer to the full terms and conditions of your contract for further details, or contact us if you would like more information.

7. Our pricing

The energy regulator in your State regulates prices under Standing, Deemed, Default or New Occupant Contracts. Information on these prices can be obtained from our website at www.agl.com.au or simply call us on 131 245.

If you are a Victorian, New South Wales or Queensland customer, with Regulator approval, we may vary our prices under our Standing, Default, Deemed and New Occupant Contracts and our other charges by publishing these new prices or charges in the relevant Government Gazette (where applicable) and/or a newspaper circulating in your State. If you are a Queensland electricity customer, the government will set and gazette the prices for Standard Retail Contracts. These new prices will take effect on the day set out in the notification and we will also make sure that we notify you of these changes as soon as practicable but in any event with your next bill.

If you are on a Market Contract you will receive written notification of any price changes before the change becomes effective.

Whenever we communicate or publish a price (or other charge) the goods and services tax (GST) will be included, where applicable. We may also show our prices excluding GST. In addition, we will advise you when we pass on to you other new or increased taxes.

8. When and how we will bill you

We will send you a bill:

- if your supply address is in South Australia, New South Wales or Queensland every three months; or
- if your supply address is in Victoria every three months for electricity and every two months for gas.

You may also consent to a shorter billing period or an alternative billing cycle if your contract entitles you to do so. Your bill will be based on a meter reading or, if we cannot access your meter, an estimated or substituted reading.

9. Your bill

Your bill will contain all the information which we are required to include by the Codes and Regulations, such as:

- the meter readings, data or estimates for the bill;
- your energy use or an estimated amount of energy used;
- any fees or charges payable;
- the amount owing and the due date;
- goods and services tax (GST), where applicable;
- payment methods (and any associated fees charged by us);
- our contact phone numbers.

You should contact us immediately if your bill seems incorrect, or if you have any questions about your bill. We will review your bill at your request in accordance with our complaints and dispute resolution process, and may request that you pay:

- any future bills that are properly due during the period of the review; and
- either the undisputed amount that is not under review or an amount equal to your average bill amount in the previous 12 months (as determined in accordance with the terms of your contract).

We aim to review and inform you of the outcome as quickly as possible but in any event within 20 business days. If you are not satisfied with the outcome of the review of your bill you may also:

- request that we arrange a meter test and we may ask that you pay for this meter test in advance. If you have paid the cost of the meter test and it is found that there was a problem with the meter, we will ask you if you would like the amount paid for the test to be reimbursed or applied to your account if there is an amount outstanding; or
- access our dispute resolution process.

If you ask, and if the data is available, we will send you within 10 business days of your request and free of charge, the billing data appearing on your AGL bill for a supply address for the previous two years. If we are no longer your retailer when you make a request or you request billing information for more than two years, we may impose a charge.

If your circumstances ever change such as your name, mailing address or if the way that you use your appliances at your supply address changes, please contact us so we can update our records.

10. Undercharging

If we undercharge you, we have the right to recover the amount undercharged from you later. If we decide to do so we will:

- limit the amount recovered to the amount undercharged:
 - if your supply address is located in New South Wales or South Australia, to the last 12 months prior to the meter reading on your last bill; or
 - if your supply address is located in Victoria and the undercharging arose from a failure of our billing systems to the amount undercharged in the nine (9) months prior to the date we notified you that the undercharging had occurred; or

- if your supply address is located in Victoria and the undercharging did not arise from a failure of our billing system, to no more than the amount undercharged in the 12 months prior to the date we notified you that the undercharging occurred; or
- if your supply address is in Queensland and the undercharging arose from our or the distributor’s act or omission, to the last 12 months prior to the date you were notified of the undercharging;
- list the amount recovered as a separate item in a special bill or in your next bill, together with an explanation of the amount;
- not charge you interest on the undercharged amount; and
- offer you time to pay the undercharged amount under an instalment plan, covering a period:
 - equivalent to the period during which the undercharging occurred and not more than 12 months (for South Australian, New South Wales and Queensland customers); or
 - at least equal to the period over which the recoverable undercharging occurred (for Victorian customers).

11. Overcharging

If we overcharge you, and we discover the mistake, we will tell you within 10 business days of becoming aware of the error. We will ask you how you would like the amount to be reimbursed (if you have already paid it) and for New South Wales customers (where we are required to), we will pay you interest on the amount overcharged to the extent required by law. If you are a Queensland electricity customer, and the overcharging was not a result of an act or omission of us or the distributor then we are only required to repay the amount that was overcharged in the 12 months before the error was discovered.

12. Your payment options and assistance

You must pay the amount shown on your bill by the due date specified on your bill. We have a range of convenient bill payment options such as BPAY®, in person at the retail outlets listed on your bill (such as Australia Post), by mailing your cheque or money order to us, or over the telephone with your credit card.

If your supply address is in South Australia or Victoria and you pay a bill using a payment method that results in us incurring a merchant services fee or similar charge (including payment by Credit Card), we may charge you a fee for processing this payment. If your supply address is in New South Wales, we can only charge you such a fee if you have a Market Contract with us and the payment of such a fee is set out in the terms and conditions of your Market Contract.

An increasingly popular payment method is AGL EZI-PAY™ – Direct Bill Payment, which enables your bills to be paid automatically from a bank account or credit card on the due date.

As a residential customer you also have the option of AGL EZI-PAY – Bill Smoothing which is a payment plan that helps you balance your budget by spreading the estimated total cost of your yearly energy bills across equal monthly instalments. You will continue to receive bills as normal, with automatic payments debited from your bank account, credit union, building society or credit card (Visa, Mastercard or Bankcard) each month.

To apply or find out more about AGL EZI-PAY – Bill Smoothing please visit our website at www.agl.com.au or simply call us on 131 245.

If you are a residential customer, we will also provide you with information, free of charge on the availability of any government concessions, rebates or grants and how to determine if you are eligible for a concession, rebate or grant. Please contact us on 131 245 for more information. More importantly, please let us know if you rely on any type of life-support machinery. We may be able to offer special assistance and you may also qualify for a government rebate.

13. Disconnection of your energy supply

Disconnection of your energy supply is always the last resort. If you do not pay by the due date and have not made alternative arrangements (such as an instalment plan or extension of time), we may disconnect the energy supply at your supply address.

Before disconnecting you, we will always follow the required procedures set out in the regulations including trying to contact you first and providing you with a warning such as a reminder notice. If you are a customer in Victoria, New South Wales and South Australia, we will also send a disconnection notice at least seven (7) business days prior to disconnecting your energy supply for non-payment. If you feel you have been disconnected in error, please call us immediately to discuss.

We may also arrange for the disconnection of your supply address in certain circumstances brought about by your own conduct. We may do this where you:

- fail to allow us or the distributor access to your meter or supply address and we have followed the required procedure including attempting to contact you to obtain access, and providing you with a disconnection warning; or
- fail to pay a refundable advance, security deposit, security levy or bank guarantee as required by us even after we have given you an appropriate disconnection warning;
- fail to pay or make satisfactory payment arrangements;
- have obtained the energy in a way that is illegal or contrary to the energy contract or any regulatory requirement and the regulations permit; or
- are a small electricity customer in Queensland and fail to provide acceptable identification.

You may also request us to arrange disconnection of your energy at your supply address at any time. If you wish to do so, please contact us with plenty of advance notice to ensure the disconnection takes place in time, and provide us with the details of your forwarding address so we can settle all outstanding amounts to pay.

In some circumstances, your distributor may need to interrupt or disconnect your supply from time to time without prior notice to you. This may include interruptions or disconnection in emergency situations, for health or safety reasons, for maintenance of the supply network or due to reasons beyond our or your distributor's reasonable control. Should this occur, please contact your local distributor's 'faults and emergencies' contact number that will be displayed on your bill.

We will not arrange to disconnect your energy supply where:

- you have failed to pay a bill which is for less than any amount which has been approved by the energy regulator in your State (where applicable);
- you are supplied with electricity and you or someone in your household is dependent on life support equipment, or the supply address is registered as a medical exemption supply

address, and we have received confirmation of this from a registered medical practitioner or hospital;

- you have an outstanding complaint with the Ombudsman directly related to the non-payment of a bill or disconnection and the matter is not yet determined;
- you have made a formal application for assistance, a grant or concession and a decision on your application has not yet been made;
- you have failed to pay an amount on a bill that does not relate to the sale of energy;
- it is after 3.00pm (2.00pm for Victorian residential customers) on a business day (Monday to Thursday), except in the case of a planned interruption;
- on a Friday, a weekend, a public holiday or the day before a public holiday, except in the case of a planned interruption; or
- between 20 December and 31 December if the supply address is in Queensland.

14. Reconnection of your energy supply

Upon your request, we will arrange for your energy supply to be reconnected if you have rectified any problems leading to your disconnection and have paid (or agreed to pay) any outstanding fees and charges. If you request reconnection before 3.00 pm on a business day and you are a Victorian, New South Wales or South Australian gas customer (or 4.00 pm on a business day for South Australian electricity customers) we will:

- arrange for the reconnection of your supply address to occur on the day of the request; or
- if you are a South Australian electricity customer situated in a remote or rural area, use our best endeavours to arrange with your distributor for the reconnection of your supply address on the day of the request or, in any event, by the next business day.

If you are a Queensland electricity customer and your request for reconnection is made before 12pm on a business day we will convey this request to the distributor before 1pm on the same business day. Timeframes for completion are the responsibility of the distributor at the cost of the distributor's fees. In Victoria, New South Wales and South Australia, if you request reconnection between 3.00pm and 9.00pm on a business day (or between 4.00pm and 9.00pm on a business day for South Australian electricity customers) we will:

- if you are a South Australian gas customer, arrange for the reconnection of your supply address to occur on the day of your request if you agree to pay our after hours reconnection fee, or, if this is not possible, by the end of the next business day, in which case the after hours fee will not apply;
- if you are a South Australian electricity customer situated in a remote or rural area, use our best endeavours to arrange with your distributor for the reconnection of your supply address on the day of request if you agree to pay our after hours reconnection fee or, in any event, by the end of next business day, in which case, the after hours fee will not apply; or
- if you are a Victorian or New South Wales customer, arrange for the reconnection of your supply address to occur on the day of your request if you agree to pay our after hours reconnection fee. Otherwise, we will arrange with your distributor for reconnection by the end of the next business day.

If you are a Victorian, New South Wales or South Australian customer and request reconnection after 9.00pm on a business day we will:

- arrange for the reconnection of your supply address to occur by the end of the next business day after your request.

15. Final bills and vacating your supply address

If you are vacating your supply address, you must give us notice of the date at which you intend to vacate, or you did vacate your supply address, as well as a forwarding address to which a final bill may be sent. If you are a Victorian, New South Wales or South Australian customer, it would assist if you gave us at least three (3) business days notice of the date you intend to leave so we can use our best endeavours to ensure your meter is read on time and prepare and send a final bill. In Queensland, the notice period for electricity customers is determined by who your distributor is and the location of your supply address. The relevant notice period is set out below:

If your supply address is in Energex's distribution area and:

- it is not in an Excluded Location, by giving us six (6) Business Days written notice if you vacate your supply address before 1 July 2008 or five (5) business days written notice if you vacate your supply address on or after 1 July 2008; or
- it is in an Excluded Location, by giving us 10 business days written notice.

If your supply address is in Ergon Energy's distribution area and:

- it is supplied through a CBD Feeder, Urban Feeder or Short Rural Feeder, by giving us five (5) business days written notice; or
- it is supplied through a Long Rural Feeder or Isolated Feeder, by giving us ten (10) business days written notice.

In-situ termination of a negotiated contract requires at least 20 business days notice. Terms in the above paragraph have the meaning in our Terms for Small Residential Customers in Queensland and in the Electricity Industry Code.

In some cases we will ask you to provide us with the final meter reading. We may need to organise for your meter to be read, which for New South Wales gas customers may incur a fee.

If we don't hear from you, you will continue to be charged for the energy usage at the supply address until such time as specified in your contract. This may include you being liable for the energy usage until the earliest of:

- three (3) business days after you notify us that you intend to vacate the supply address, and you are a Victorian, New South Wales or South Australian customer, or when you do vacate the supply address, whichever occurs later;
- if you are a Victorian customer and you are forced to leave the supply address – the time at which you give us such notice;
- where we enter into a new contract with another customer for the supply of energy to that supply address – the time at which that contract becomes effective; to
- the time at which the supply address transfers to another retailer; or
- the time at which the supply of energy to the supply address is disconnected.

If you are on a fixed term Market Contract and you cancel your contract before the end date of the contract (for example by vacating your supply address); we may impose an administration fee for early termination if your contract entitles us to do so.

16. Safe and legal use of your Energy Supply

It is important for your own safety and the security of the energy network that you take certain measures with regard to energy and appliances. Under your contract, you are required to comply with the obligations under the electricity and gas codes, regulations and legislation applying in your State and you must give effect to any of the distributor's rights under these codes, regulations and legislation. Some points to remember are:

- you must not allow gas or electricity directed to your supply address to be used at another address, or take at your supply address any gas or electricity provided by us directed to another address;
- you must not re-supply gas or electricity to any other person unless agreed by us in writing or unless otherwise permitted;
- you (or anyone else) must not tamper with or bypass the meter or associated equipment;
- you must always ensure that you use energy in a safe and approved manner;
- you must not use the energy for another purpose if we supply energy for a specific purpose; and
- you must ensure that any vegetation on your property is kept clear from powerlines.

If at any time you experience electrical or gas difficulties; you should contact a qualified electrician (for electricity) or licensed gas fitter (for gas) immediately. Issues relating to electrical and gas safety are the responsibility of the various State-based Technical Regulators or Inspectors. Contact details for the Technical Regulators and Inspectors can be found at the back of this Charter.

17. Your questions and complaints

If you believe we have not given you the service you expected, or you have a concern, you can lodge a complaint with us by simply calling us on 131 245, writing to us or via email.

If you are not satisfied with the response received from your first point of contact, we will ensure that the relevant manager reviews your concern. We aim to review and resolve these enquiries as quickly and fairly as possible, within five (5) business days.

Where a complaint cannot be resolved, we will keep you informed of our progress, and agree upon an extension of time with you. In the unlikely event that we cannot resolve your concerns, you can lodge your complaint with your State Energy Ombudsman, an independent, free service available to residential and small business customers. They will investigate and resolve disputes between our customers and us. For details on how to contact your Energy Ombudsman please see below.

18. Helpful information

Electrical and Gas Safety

New South Wales: Your Network Distributor (see your bill)

Queensland: Electrical Safety Infoline: 1300 650 662

South Australia: Office of the Technical Regulator: (08) 8226 5500

Victoria: Energy Safe Victoria: (03) 9203 9700

Ombudsman

New South Wales: Energy and Water Ombudsman NSW

Mail: PO Box K1343 Haymarket NSW 1240

Telephone: 1800 246 545

Fax: 1800 812 291

Website: www.ewon.com.au

Email: info@ewon.com.au

Queensland: Energy Ombudsman Queensland (EOQ)

Mail: PO Box 15216 City East QLD 4002

Telephone: 1800 662 837

Fax: +617 3227 7068

Website: www.eoq.com.au

South Australia: Energy Industry Ombudsman SA

Mail: GPO Box 2947 Adelaide SA 5001

Callers within South Australia:

Free call: 1800 665 565

Free fax: 1800 665 165

Overseas and interstate callers:

Telephone: +618 8216 1888

Fax: +618 8216 1844

Website: www.eiosa.com.au

Email: contact@eiosa.com.au

Victoria Energy: Water Ombudsman (Victoria) Ltd

Mail: GPO Box 469 Melbourne VIC 3001

Freecall: 1800 500 509

Freefax: 1800 500 549

Website: www.ewov.com.au

Email: ewovinfo@ewov.com.au

We are here to help

General enquiries 131 245

AGL Energy Shops 132 245

AGL Assist 131 766

Hot water repair and replacement 131 404

Hearing impaired customers: 133 677

(National Relay Service) and quote 131 245

(TTY and Modem users)

AGL website and on-line enquiries visit www.agl.com.au

Energy in
action.™

AGL

We can give you free information on being more energy efficient. It's good for the environment. It's good for your bill. Just call on **131 245** or visit **www.agl.com.au**

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。

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

AGL Sales (Queensland) Pty Limited ABN 85 121 177 740

AGL South Australia Limited ABN 49 091 105 092



CONSUMER

AGL Energy uses
Greenhouse Friendly™
ENVI Silk Carbon Neutral Paper

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