

Our promises.



Customer Charter

Important information for you to keep.

Welcome to your Customer Charter. Here we outline what you can expect as our customer. It's also a benchmark against which we measure our service to you. Our mutual rights and obligations are covered by your General Terms as well as specific regulations and codes. If you want to know more, or how we measure up, visit www.agl.com.au/charter. We're here to help.

What's the difference between an energy 'Retailer' and 'Distributor'?

As your energy **Retailer**, AGL is responsible for selling electricity and/or gas to you. We work with your **Distributor** to arrange energy for your supply address, and we bill you based on the consumption information provided to us. You have the right to choose your Retailer. Your **Distributor**, who is independent of AGL, is responsible for the electricity poles and wires, gas pipes and meters in your area. They're responsible for distributing the energy to your property. Some services you request from AGL are in fact actioned by the Distributor e.g. reading meters and new connections. The time the Distributor has to complete these requests is determined by market rules. Your Distributor is determined by where your property is located. Their name and contact details appear on your bill.

Call us for help with any aspect of your energy use

> Residential: **131 245** (8am to 6pm, Monday to Friday)

> Small business: **133 835** (8am to 6pm, Monday to Friday)

Visit www.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**.

Here's what you can expect from us

We will respond to you

We will answer your calls promptly during normal business hours and respond to written enquiries within 2 business days. We also provide some self-service options 24 hours a day by phone and on our website. If you have visual or hearing disabilities, let us know so we can give you assistance with account or billing enquiries. Tell us also if you have any life support or critical power requirements.

We will always try to resolve your enquiry first time. If we can't, we'll contact you to let you know of progress made, or if we require more information. If you are not satisfied with our response, we will escalate your concern in line with our Dispute Resolution Policy. If you are still not satisfied, you have the option to contact your Energy Ombudsman.

We can help you move

Let us know at least 3 business days before you move and we can arrange a final meter read and a bill for the property you are moving from and supply of energy to the property to which you are moving. If you are in a regional area, we may require a longer lead time so please contact us at least 10 days prior to your move if you are unsure of the time required.

When you switch to AGL at your existing property, we need an actual reading of the meter to establish your new AGL account. If there is no clear and safe access to the meter, let us know so that we can look at alternative arrangements to obtain this meter reading.

We will connect your energy supply

Where you need a new gas or electricity meter to be installed, we will work with your Distributor(s) to determine the availability of supply. On average, new connections take 15 business days subject to access and availability of supply.

You have a choice of Energy Plans

Your Energy Plan represents a contractual relationship with us. We may offer you a market or negotiated contract. The offer will outline your prices, fees and charges along with any discounts and incentives and you will have a 10 business day cooling-off period. If the offer is for a fixed term it may have an early termination fee. We may vary your prices from time to time and will notify you in writing when this happens. Our standard retail contract applies to our customers who haven't entered into a market contract. The terms are subject to regulatory oversight and variations to prices are published on the internet and in major newspapers. If you move into a property without contacting a Retailer to set up an account you will be deemed, under regulations, to have a contract with the current Retailer responsible for that property.

How we will bill

If you're a residential or small business customer, we will send a bill at least every 3 months (every 2 months for Victoria gas), or we can agree to a different billing frequency with you.

Your bill will show how much energy you've used based on an actual meter reading whenever possible. When we cannot obtain a meter read, we will use an estimate based on information provided by your Distributor. If there is no clear and safe access to the meter, let us know so that we can look at alternative arrangements for your meter readings. If your bill is higher or lower than expected, call us and we'll explore why. If we need to investigate further, we'll do so as quickly as possible. All fees will be clearly set out in your Energy Plan and clearly displayed on your bill. We'll let you know of any changes to these. In the unlikely event that you are overcharged we'll let you know and make sure you are reimbursed. If we've undercharged you, subject to regulatory limitations, we may recover that amount from you with a reasonable payment plan that we will agree with you.

Options for payment

We offer a range of convenient bill payment methods that are listed on your bill. If you're a residential customer you also have the option of bill smoothing to help spread the cost of your energy bills across equal instalments.

If you don't pay your bill

If you don't pay your bill by the due date and haven't made alternative arrangements with us, we may, as a last resort, disconnect your energy supply. However we will contact you beforehand.

If you are having difficulty paying, we can help

We offer energy efficiency advice and flexible payment options to help you get back on track. If you are a residential customer experiencing ongoing financial difficulties, our Staying Connected Program can also support you.

Disconnections/Reconnections

If you would like us to disconnect the energy at your address, please contact us at least 3 working days before you require disconnection. We may also disconnect your supply if you don't allow us access to your meter or supply address (and we have made all required efforts to contact you); if you have sourced energy illegally; are in breach of your energy contract or any relevant regulations; or if you do not provide the acceptable identification required by your contract. If you are a residential or small business customer and you have been disconnected, we will lodge a request for reconnection of your energy supply within 24 hours of your request if you have fixed the problems leading to your disconnection and have paid (or made arrangements to pay) any outstanding amounts.

Our conduct

We'll handle your personal information in accordance with the Privacy Act and the AGL Privacy Policy. We will deal with you openly, honestly and fairly and will act in accordance with AGL's code of conduct.

Manage your energy

We offer a number of ways to help you manage your energy, including energy audits and energy efficiency tips, as well as a carbon calculator. Your bill will show your greenhouse gas emissions. Call us or visit www.agl.com.au/energyefficiency

Safe use of your energy

Make sure that you use energy in a safe and legal manner. Do not tamper with or bypass the meter. Keep vegetation clear from power lines and ensure clear access to your meter. If you suspect a fault, call the faults number on your bill.