

A photograph of a man and a young child playing together in a fountain. The man, wearing a blue t-shirt, is splashing water on his face. The child is smiling and looking towards the camera. The water is captured in motion, creating a blurred, circular pattern around the subjects. The background is dark and out of focus.

together.

The AGL logo, consisting of a blue square with a white stylized sunburst icon to the left of the letters "AGL" in white.

AGL

AGL Customer Council Annual Report 2004

As an AGL customer, your thoughts and opinions are not only welcome, they are essential.



By listening to what you have to say, AGL is able to better understand and, in turn, meet the changing needs of its customers. This is best achieved through the AGL Customer Council.

The Council draws on the advice of many respected national community organisations through their nominated representative. And this regular feedback, enables AGL to improve its service delivery to both residential and small business customers.

During 2003/04, the AGL Customer Council contributed to a number of major initiatives including:

Energy for Life

a program supporting AGL employees in their contributions and involvement in the community, driving energy efficiency know-how to employees and the communities in which we operate and bringing warmth in winter to the homeless.

Energy Efficiency

provided feedback on development and implementation of energy efficiency expertise including the Energy for Life program and Cent-A-Meter technology.

Staying Connected

contributed to ongoing improvements to the program that extends assistance to customers in hardship who are experiencing difficulty in paying their energy bills.

Regulatory Relations

conducted regular meetings with the State Energy Ombudsmen to highlight customer issues and areas for improvement.

Customer Rights & Obligations

provided input into the development of Customer Charters, Supply Contracts and information brochures.

Consumer Issues

provided feedback on initiatives and research being undertaken in the broader community on a range of energy related consumer issues.

For more information on the activities of the AGL Customer Council, visit www.agl.com.au If you have any customer service topics you would like the Council to explore, please send your thoughts to:

AGL Customer Council
C/- Manager Service Improvement
Locked Bag 944, North Sydney NSW 2059

AGL CUSTOMER COUNCIL MEMBERS

Harry Herbert Co Chair, Executive Director Uniting Care NSW ACT

Sandro Canale Co Chair, General Manager Customer Services AGL

Adam Gray South Australian Farmers Federation

Anna Stewart Consumer Law Centre Victoria

Cristina Fica The Smith Family

Edna McGill Ethnic Communities' Council of NSW

Gavin Dufty St Vincent de Paul Society Victoria

Patrishia Hurley Country Women's Association of NSW

Andrew Nance South Australian Council of Social Service

Susan Fraser Australian Consumers' Association