

A photograph of four young girls standing outdoors in a grassy area, laughing and hugging each other. They are wearing colorful tank tops: white with small floral patterns, pink, light blue with horizontal stripes, and white with large red and yellow floral patterns. The word "together." is overlaid in large blue lowercase letters across the center of the image.

together.

AGL Customer Council Annual Report 2006

The AGL logo consists of a blue square containing a white stylized sunburst icon to the left of the letters "AGL" in white.

AGL

Switched on.

AGL's stepping forward side-by-side with the community.

AGL's Customer Council is a vital forum for communication between AGL and community representatives. The Customer Council meets on a quarterly basis and is briefed on a wide range of matters that impact on AGL customers and the communities in which AGL operates.

During 2005/2006 the Customer Council was consulted and subsequently provided valuable and honest feedback on a number of issues, including:



Pictured from left to right:
Sue Fraser, Anna Stewart, Gerard Brody, Karen Grogan, Jim Galvin, Harry Herbert, Sandro Canale, Christina Fica, Mark Henley, Lyn Sykes.

AGL's Customer Charter

The new AGL national Customer Charter was officially launched in December 2005, outlining the rights and obligations of customers with respect to their energy contracts and AGL's commitments to them.

Staying Connected

Customer Council continued to provide feedback and advice on AGL's national hardship program, Staying Connected. The Council was involved in the creation of a pilot program, a joint initiative between AGL; Springvale Community Aid and Advice Bureau; and the Energy and Water Ombudsman (Victoria) to help

newly arrived members of the Sudanese community better understand the cost of energy and how to use less of it.

Sustainability Report

Customer Council members were consulted on drafts of the 2006 AGL Sustainability Report, with a view to ensuring that the content was relevant to customers and community stakeholders.

Ombudsman Relations

Each of the State Energy Ombudsmen was invited to present to the Customer Council during the year, providing an opportunity for Customer Council members to be briefed independently on AGL's performance, with respect to the handling of customer complaints.

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

AGL Customer Council
C/- Business Relations
Locked Bag 14120 MCMC
Melbourne VIC 8001

AGL Customer Council Members

Harry Herbert	Co-Chair, Executive Director Uniting Care NSW ACT
Sandro Canale	Co-Chair, General Manager Retail Performance (to June 2006)
Jim Galvin	Co-Chair, General Manager Retail Sales and Service (from July 2006)
Adam Gray	South Australian Farmers Federation (to June 2006)
Gerard Brody	Consumer Action Law Centre (formerly Consumer Law Centre Victoria)
Cristina Fica	The Smith Family
Gavin Dufty	St Vincent de Paul Society
Karen Grogan	South Australian Council of Social Service
Susan Fraser	Australian Consumers Association
Mark Henley	Uniting Care Wesley Adelaide (since August 2006)
Patrisha Hurley	Country Women's Association NSW (to December 2005)
Edna McGill	Ethnic Communities' Council NSW (to December 2005)
Anna Stewart	Council Secretariat, Manager Business Relations (since December 2005)
Lyn Sykes	Council Secretariat, Continuous Improvement and Community Education Co-ordinator (to October 2006)