

# Product Disclosure.

Important information about the energy you receive from us.

New South Wales.

Energy in action.

AGL

## Can we help?

If you have any questions about the information provided here, or you would like to know about how to be more energy efficient, please call us on **131 245** (residential) or **133 835** (business), visit [www.agl.com.au](#) or complete an [Energy Plan](#).

**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 Pty Limited ABN 49 091 105 092

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## Making information easier to access.

We have made the information provided here easier to access by including 'quick links' within the text. When you roll your cursor over any of the contents or website URLs, you will notice they become highlighted or underlined. This means they are an active 'quick link'. Just click on the link and it will take you directly to the appropriate section of this document or the web page referred to.

## Important information.

### 1. AGL's contact details.

Gas Retailer: AGL Retail Energy Limited ABN 21 074 839 464  
Address: 101 Miller Street, North Sydney NSW 2060  
Telephone: 131 245  
Email: customerservice@agl.com.au

Electricity Retailer:  
AGL Sales Pty Limited ABN 88 090 538 337  
Address: 120 Spencer Street, Melbourne VIC 3000  
Telephone: 131 245  
Email: customerservice@agl.com.au

### 2. Distributor contact details.

AGL will arrange for connection of electricity and/or gas to your Supply Address by the relevant Distributor. Your Distributor is specified on your bill.

Gas:  
Jemena Gas Networks (NSW)  
Telephone: 9397 9000

Electricity:  
Endeavour Energy  
Telephone: 131 002

Essential Energy  
Telephone: 132 356

AusGrid  
Telephone: 131 535

### 3. The premises to be supplied.

See 'Supply Address' in the Offer.

### 4. The commencement date of Supply under your Energy Plan.

Entering into this Energy Plan constitutes your consent to transfer to AGL as your Energy retailer.

The Supply Commencement Date of this Energy Plan will be:

- (a) the date specified in the Offer (if a date is specified); or
- (b) the later of:
  - (i) the expiry of the 10 Business Day Cooling-off Period; and either
  - (ii) the date we become the financially responsible market participant for electricity used at your Supply Address (which is usually your next available transfer Meter Reading date); or
  - (iii) the date we Supply gas to your Supply Address.

If you have recently moved into the Supply Address or have arranged a new connection service, the Supply Commencement Date is the date we become the financially responsible market participant for the Energy supplied to the Supply Address.

See the General Terms for further information.

### 5. The term of your Energy Plan.

The term of your Energy Plan is set out in the Offer.

If your Energy Plan has a fixed term we will contact you before the end of your fixed term to advise of your options at the end of the Energy Plan.

### 6. Prices, fees and charges.

Your Energy Charges are set out in the Offer.

Fees such as late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may also apply under this Energy Plan. The payment processing fee may apply where you pay a bill using a payment method that results in us incurring a merchant services fee (including payment by credit card). Other charges may consist of a pass through of amounts charged to us by your Distributor or other third parties in relation to services we arrange on your behalf. We will advise you of any such amounts at the time you make the relevant request. See the Fee Schedule and General Terms for details on when these fees apply.

Your Energy Charges, including fees, may be varied at any time by giving you prior written notice in accordance with your General Terms. See the General Terms for further information.

### 7. Security deposit.

You may be charged a security deposit (Refundable Advance) if you have not agreed to an instalment plan and, through our credit assessment process, AGL forms the view that you have an unsatisfactory credit rating or you do not provide acceptable credit history information. If we charge you a Refundable Advance, the amount will be listed on your first bill.

### 8. Cooling-off Period.

This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on 131 245 to cancel your Energy Plan for any reason without paying any applicable Early Termination Fee.

### 9. Early Termination.

Following the expiry of the Cooling-off Period, you can cancel your Energy Plan by giving us at least 20 Business Days notice.

If your Energy Plan is an AGL Advantage Plan, we may charge the applicable Early Termination Fee set out in the Offer.

Early Termination Fees do not apply if your Energy Plan is an AGL Freedom Plan.

Early Termination Fees may be waived under AGL's Movers Guarantee, Fair Pricing Promise and Fair Contracting Promise. See General Terms for details.

### 10. Dispute resolution.

You may telephone us on 131 245 or write to us, to notify us of any complaint in relation to our Supply of Energy to your Supply Address. We will try to resolve your complaint as quickly as possible in accordance with the AGL Complaints Handling and Dispute Resolution Procedure.

We are a member of the Energy and Water Ombudsman NSW Scheme. After attempting to resolve your complaint with us, if you are not satisfied with our efforts, you may contact the Energy and Water Ombudsman NSW on 1800 246 545 for further review.

For more information, please refer to the AGL Dispute Resolution Policy, which is available at [agl.com.au](http://agl.com.au) or on request.



## 11. Standard Form Customer Supply Contract.

You are entitled to a Standard Form Contract with your local retailer or a negotiated contract with a retailer of your choice.

## 12. Availability of pricing information.

The New South Wales Independent Pricing and Regulatory Tribunal (IPART) offers a free online price comparison service where you can compare offers from energy retailers.

Visit [myenergyoffers.nsw.gov.au](http://myenergyoffers.nsw.gov.au) or call 1300 136 888.

## 13. Marketing Code of Conduct.

Marketers of energy products in New South Wales are bound by, and must comply with, the *Marketing Code of Conduct*.

Where a Marketer made you this Offer on our behalf, their contact details are found in the Offer, and they were paid a fee for their services.

You may request further information from us regarding the following:

- (a) your rights under the terms and conditions of any of our Energy Plans;
- (b) your rights under the terms and conditions of any applicable Standard Form Customer Supply Contract we offer;
- (c) your entitlements to any concessions or rebates;
- (d) the arrangements that are in place for competition in the supply of energy in New South Wales; and
- (e) your rights and our obligations under the Marketing Code of Conduct.

