



Queensland Connection and Movers Information

Electricity Connection

If you would like to connect, disconnect or transfer your electricity account, you will need to fill in our [connections, disconnections and transfer of accounts form](#).

If you are applying for an electricity connection to a new residence you will be required to have your electrician complete a Request for Initial Connection, Metering Change or Service Alteration (Form 2). Your electrician should have copies of this form, if not give AGL a call on 1300 309 327

Natural Gas Connection

If you would like to connect, disconnect or transfer your gas account, you will need to fill in our connections, disconnection and transfer of accounts form (see related downloads).

If you are applying for gas connection to a new gas installation (such as a house that has just been built) your gas fitter must complete a Completion Certificate*, to ensure the gas installation complies with safety standards.

*The guideline stated above is an initiative of the Queensland Office of Energy. This guideline may differ between Australian states and territories. For more information please contact AGL on 1300 309 132.

Security deposit - Residential gas and electricity customers

Most customers are required to pay a security deposit to open a gas and/or electricity account. This deposit is held for the duration of your account or it can be transferred if you move and continue to use AGL natural gas and/or electricity.

The security deposit is payable by BPay, credit card or at any Australia Post Office. The security deposit for a residential customer is \$80 for tenants or \$50 for an owner occupied dwelling for each of your accounts held with AGL.

Most AGL customers have a security deposit attached to their gas and electricity accounts. If you have a security deposit it will be transferred to your new address and you will not have to pay an additional security deposit, you can not transfer your security deposit from a natural gas account to an electricity account. The security deposit for both gas and electricity can be transferred provided the details of the account holders remain the same and you are connecting to AGL natural gas or electricity.

Please allow a minimum of two business days notice to perform a final read on either your gas or electricity accounts. An account will be forwarded to your mailing address for the



gas and/or electricity used at your old premises. If your mailing address has changed it is very important you inform AGL in order to transfer your security deposit.

Remember - if you are having the premises cleaned or having work carried out after you move, the final meter reading will be taken after the work has been completed.

If you were previously renting and are now moving into your own home you will receive a credit on your account for the difference between the amount of security deposit being held and the required security deposit for an owner-occupied dwelling. Alternatively if you have previously owned the property and are now renting you are required to increase your security deposit on your gas or electricity account.

Please call an AGL Customer Service Representative on 1300 309 132 for your natural gas account and 1300 309 327 for your electricity account to discuss the services available in your new area and whether a safety inspection will be required at your new home

Security deposits – New dwellings

If you are building a new house the security deposit account will be sent to you once the new meters have been installed. Payment of this account will be due 14 days from the date you take responsibility of the electricity or, the date you lodge your application, whichever is the greater.

Commercial Customers

AGL will contact you directly to discuss your energy usage and assess the correct security deposit that will apply to your business.