



Electricity FAQ's for Queensland Customers

Why has this change happened?

In April 2006, the Queensland Government announced its intention to make a number of changes to its Government Owned Corporations energy assets. AGL purchased Powerdirect Australia (including some trading operations of ENERGEX Limited and Ergon) from the Queensland Government, effective from 1 March 2007.

What changes?

From 1 March 2007, your electricity account is with AGL. You do not need to take any action – in fact, the only real difference you'll notice is the way your next electricity bill looks, with a new company name and logo.

It will be our role to provide you with electricity, send you your bill and deliver associated customer services. While your retailer has changed, your electricity will continue to be distributed through ENERGEX Limited, which operates and owns the electricity distribution network in South East Queensland.

How will this affect my electricity service?

Becoming an AGL customer will not change your electricity service or the quality of your supply of electricity. AGL will sell you electricity, while the distribution will still be handled by ENERGEX Limited.

What do I do if I lose power or have an emergency?

If you should lose your electricity supply, call ENERGEX Limited on 13 62 62. For electricity emergencies, immediately call the Electricity Emergency Service on 13 19 62.

I am on Direct Debit. Do I need to change any of those details?

Becoming an AGL customer will not affect your Direct Debit payments, so you don't need to change any details.

What about paying my bill?

The most obvious change will be the appearance of your bill. Apart from that, payment options will stay the same for you. As a result of the changeover, ENERGEX Limited is required to collect payment for a short period. This may mean that you are asked to make cheques payable to, or will receive invoices from, ENERGEX Limited. For more information, please refer to your bill or feel free to call our friendly staff on 1300 309 327.



Do I retain my concessions?

Yes. Your current concessions will stay the same.

What will happen if I am paying off my air conditioning or hot water system with ENERGEX Limited?

There is no change to your payments and ENERGEX Limited will still validate your warranty.

Is the Community Ambulance Cover levy affected?

No. This levy will still continue to be collected as normal.

If I have natural gas, will AGL look after that too?

Once full retail competition (FRC) begins in July, we look forward to offering you exciting natural gas solutions for your home.

Interested in one of our green options?

If you have any questions about AGL green products, please call us on 1300 305 245.