



## General FAQ's For Queensland Customers

### **Arrange for a gas connection**

You can arrange connection by calling our Contact Centre 1300 309 132. Please have the full address of your new premises, identification, such as your drivers licence number, name and address of your work and at least one contact phone number available.

### **Difficulty in paying account**

Please call our Contact Centre on 1300 309 132 before the due date of your next account to discuss payment terms.

### **Moving premises**

You are able to finalise your account by calling our Contact Centre on 1300 309 132.

Note if you are having your premise cleaned or having work carried out after you move, we will need to take the final meter reading after the work is completed.

If you are moving to new premises, you will need to establish whether AGL natural gas is available in your area. As a guide, AGL natural gas is available in 'pockets' south of the Brisbane River, the Gold Coast and Toowoomba.

Alternatively, call our Contact Centre on 1300 309 132. Please have your current account number and full address of the premises you are moving to available.

### **Paying by credit card**

AGL accepts MasterCard and VISA. You can pay your gas account by calling in 1300 309 132. Please have your account number, your credit card number, the expiry date of your credit card and the amount you wish to pay available.

This payment option is available if your gas account is under \$1000.

### **My account seems too high**

Your account will be higher during the cooler months as you use more gas for heating requirements. For example during winter the ambient temperature of water is cooler than in summer, therefore your hot water system needs more heat to raise the water temperature to a desired level.



Your account will vary according to the number of appliances you use and the time of year. During the warmer months you may use less hot water and heating.

### **Pensioner concession on a gas account**

If you are an AGL residential gas customer and a pensioner or you may be entitled to 10% off your gas account. However, the following conditions apply:

- You must have a Pensioner Concession Card - issued by the Dept of Social Security or Dept of Veterans' Affairs; or
- You must have a Repatriation Health Card of all conditions (Gold Card) - and be in receipt of one of the following payments:

a) War Widow (including Widow Mother (AMS) Pension)

b) Special Rate TPI. (including Blinded Disability Pension); or

Queensland Government Seniors Card (Blue and White Card)

### **Can AGL supply my electricity?**

At this point in time, your gas and electricity account will continue to remain separate. However AGL, is committed to bringing you a both gas and energy solutions for all your energy requirements, in the near future.

### **Feedback and Complaints**

AGL has a complaints management process that is administered and managed by the Customer Advocacy department. They can assist you by resolving any concerns or complaints you may have with regard to your experience with AGL. This includes the recording, analysing and reporting (both internal and external) of customer complaints

Should you have an enquiry or complaint, in the first instance, please contact AGL on:

- Qld and Northern NSW Gas Account Enquiries 1300 309 132
- Queensland Electricity Account Enquiries 1300 309 327

All operators are trained to handle your complaint, and if it cannot be resolved immediately, you have the right at any time to request that your complaint be escalated to the next level of management. You can make your complaint via telephone or in writing, and you can also use the [online enquiry form](#) to contact us

In each State, customers who have first tried to resolve their complaint with AGL and who are not satisfied with the outcome, may wish to contact the Energy Ombudsman in their State to have the matter reviewed. From July 1, the Queensland Energy Ombudsman can be contacted on 1800 662 837 and they will be able to assist with free and independent advice to help you resolve your concerns.

With the move to competition the Queensland Government have established a free and independent service to provide advice on what the changes may mean for you. Further information on 'The Power To Choose' can be obtained by calling 1800 657 567 or through the website at <http://www.thepowertochoose.qld.gov.au/>