



Natural Gas FAQ's for Queensland Customers

Who is AGL?

AGL - Your New Natural Gas Retailer

AGL is a top 50 ASX listed company and is 100% shareholder owned. We employ over 1700 staff throughout Australia, including local staff at our Brisbane-based call centre.

AGL also has a strong focus on renewable energy. In fact, we generate more renewable energy than any other non-government retailer in Australia, including investments in 11 hydro power stations and one wind farm.

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 has purchased Sun Gas Retail from the Queensland Government, effective from 1 February 2007.

When does this change take effect?

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When does this change take effect?

Your natural gas account has been transferred to AGL from 1 February 2007.

Who can I call for help?

For any enquiries relating to the sale or your transfer to AGL call us on 1300 305 245. Our customer service representatives will be pleased to assist you.

For any general enquiries about your natural gas account, call 1300 309 132.

If you are calling from overseas, please call +61 3 8633 6154.

How will this affect my natural gas service?

There is no change to your natural gas service.