

Product Disclosure.

Important information about the energy you receive from us.

Queensland

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 in Action form](#).

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.

Things to know.

1. **The name and the address for service of the marketer or if different the Retailer on whose behalf the Marketer is acting.**
See Contact Details in the Offer.
2. **The postal address, facsimile number and email address of the marketer or if different the retailer on whose behalf the Marketer is acting.**
See Contact Details in the Offer.
3. **The date of commencement of the customer retail contract.**
The Supply Commencement Date of this Energy Plan will be:
 - (a) as specified in the Offer (if a date is specified); or
 - (b) the later of:
 - (i) 10 Business Days after you receive this Product Disclosure leaflet; and
 - (ii) the date we first become financially responsible for electricity supplied to your Supply Address (which is usually your next Meter Reading date); or
 - (iii) the date we Supply gas to your Supply Address.
4. **The prices, charges, tariffs and service levels that will be applicable in respect of the customer retail contract.**
See the Offer, General Terms and Fee Schedule.
5. **If the prices, charges, tariffs or service levels are able to be changed by the Retailer under the customer retail contract, the manner in which any such change may be effected.**
We may vary your energy charges at any time by giving you prior written notice. Where we are entitled to charge you a fee listed on our web site we may also vary these fees and give you notice of that variation.
6. **The costs associated with entering into the customer sale contract, outside of the prices, charges and tariffs payable (including any costs associated with the provision of infrastructure such as Meters).**
You may be charged a security deposit if you have not agreed to an installment 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 require a security deposit to be paid, the amount will be \$150 GST inclusive (for residential customers) or \$500 GST inclusive (for small business customers) for each account you have with AGL. Where we charge a security deposit, the amount will be included as a separate item on your first bill. See the Offer, General Terms and Fee Schedule for details of any other applicable costs.
7. **The type and frequency of bills which will be rendered under the customer retail contract.**
Quarterly to your nominated postal or email address unless otherwise stated in the Offer.
8. **The payment methods and options which are available in respect of the customer retail contract.**
You may pay your bill by cash, direct debit, BPAY® or any other method listed on your bill or agreed by us.
9. **The Early Termination Fees which may apply in the event that the customer terminates a fixed-term customer retail contract prior to its expiry date and the method of calculation of those charges.**
Early Termination Fees do not apply if this Energy Plan is an AGL Freedom Plan.

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

Early Termination Fees may be waived under AGL's Movers Guarantee, Fair Pricing Promise and Fair Contracting Promise. See General Terms for details.
10. **The enforcement expenses which may become payable in the event of a breach of the customer retail contract.**
If this Energy Plan is terminated before the expiry of its Term we may charge you an Early Termination Fee set out in the Offer to reflect our costs of processing the termination and any other loss or damage suffered by us as a result of your early termination.
11. **The dispute resolution options which are available to customers.**
You may telephone us on 131 245 (for residential customers) or 133 835 (for business customers), to notify us of any complaint in relation to our Supply of gas and/or electricity to the Supply Address. When we receive a complaint from you, we will deal with your complaint and try to resolve it as quickly as possible in accordance with our Complaints Handling and Dispute Resolution Procedure.

Please contact us if you would like further details or a copy of our Dispute Resolution Policy.
12. **The 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 this Product Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us to cancel your Energy Plan for any reason.
13. **Commissions.**
Where we have used the services of a Marketer(s) to make this offer to you, the Marketer(s) is named in the Offer. The Marketer(s) received a fee for these services.

You should read and acknowledge this Product Disclosure leaflet before you accept an Energy Plan with us.

We can give you free information on being more energy efficient. It's good for the environment. It's good for your bill.

Just call on **131 245** or visit **agl.com.au**
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