

# AGL Energy Plan Small Customer Market Contract Fee Schedule.

South Australia.

Energy in  
action.

AGL

## Here are all our fees.

At AGL we believe it is important to be transparent with fees. That is why we have set them out for you in black and white. Some only apply in special circumstances. Others are simply passed on by AGL from your Distributor. Please take a moment to look over them and keep them in a safe place for future reference.

### 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) or visit

#### Arabic

هل تحتاج لترجم؟ 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

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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 headings 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.

## 1. South Australia. Gas.

See the General Terms for when these and other fees apply. We will advise you of the amount of any 'Pass Through' or unlisted fees at the time you make a relevant request. For example, when we arrange on your behalf for a service to be performed by the Distributor (who is responsible for the gas pipes and meters in your area).

FEE TYPE	GST excl.	GST incl.
Account establishment fee	\$34.53	\$37.98
Contract administration fee	\$0.00	\$0.00
Disconnection fee (at meter)	\$77.27	\$85.00
Dishonoured payment fee (cheque)	\$8.64	\$9.50
(direct debit)	\$2.50	\$2.75
Late payment fee	\$12.73	\$14.00
Meter removal fee	\$77.27	\$85.00
Payment processing fee (% of payment made)	0.91%	1.0%
Reconnection fee	\$77.27	\$85.00
Refundable advance (each fuel) (Residential Customer)	\$136.36	\$150.00
(Small Business Customer)	\$454.55	\$500.00
Transaction fee	\$0.00	\$0.00
After-hours reconnection fee	Pass Through	
Call-out fee	Pass Through	
Meter inspection fee	Pass Through	
Meter testing fee	Pass Through	
Move-out fee	Pass Through	
Special meter reading fee	Pass Through	

Effective 1 July 2010

## 2. South Australia. Electricity.

See the General Terms for when these and other fees apply. We will advise you of the amount of any 'Pass Through' or unlisted fees at the time you make a relevant request. For example, when we arrange on your behalf for a service to be performed by the Distributor (who is responsible for the electricity poles, wires and meters in your area).

FEE TYPE	GST excl.	GST incl.
Account establishment fee (eligible concessions)	\$36.68 \$19.26	\$40.35 \$21.19
After-hours reconnection fee	\$84.63	\$93.09
Contract administration fee	\$0.00	\$0.00
Dishonoured payment fee (cheque)	\$8.64	\$9.50
(direct debit)	\$2.50	\$2.75
Late payment fee	\$12.73	\$14.00
Meter inspection fee	\$43.44	\$47.78
Meter testing fee (Single Phase)	\$110.04	\$121.04
(Multi Phase)	\$110.04	\$121.04
Payment processing fee (% of payment made)	0.91%	1.0%
Reconnection fee	\$36.68	\$40.35
Refundable advance (each fuel) (Residential Customer)	\$136.36	\$150.00
(Small Business Customer)	\$454.55	\$500.00
Special meter reading fee	\$25.30	\$27.83
Transaction fee	\$0.00	\$0.00
Move-out fee (Special meter read)	\$25.30	\$27.83
(Disconnection)	Pass Through	Pass Through
Call-out fee	Pass Through	
Disconnection fee	Pass Through	
Meter removal fee	Pass Through	

Effective 31 March 2010