

# AGL Energy Plan Small Customer Market Contract Fee Schedule.

Victoria.

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

### Contents.

1. **Gas fee schedule.** . . . . . 2
2. **Electricity fee schedule.** . . . . . 2

### 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. Victoria. 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. |
|--|---|-----------|
| Contract administration fee                              | \$0.00                                    | \$0.00    |
| Dishonoured payment fee (cheque)                         | \$18.64                                   | \$20.50   |
| Dishonoured payment fee (direct debit)                   | \$12.50                                   | \$13.75   |
| Late payment fee   | \$0.00                                    | \$0.00    |
| Payment processing fee (% of payment made)               | 0.91%                                     | 1.0%      |
| Refundable advance (each fuel) (Residential Customer)    | \$136.36                                  | \$150.00  |
| Refundable advance (each fuel) (Small Business Customer) | \$454.55                                  | \$500.00  |
| Transaction fee  | \$0.00                                    | \$0.00    |
| Account establishment fee                                | Pass Through of Special meter reading fee |           |
| After-hours reconnection fee                             | Pass Through                              |           |
| Call-out fee   | Pass Through                              |           |
| Disconnection fee  | Pass Through                              |           |
| Meter inspection fee                                     | Pass Through                              |           |
| Meter removal fee  | Pass Through                              |           |
| Meter testing fee  | Pass Through                              |           |
| Move-out fee   | Pass Through                              |           |
| Reconnection fee   | Pass Through                              |           |
| Special meter reading fee                                | Pass Through                              |           |

Effective 1 July 2010

## 2. Victoria. 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. |
|--|---|-----------|
| Contract administration fee                              | \$0.00                                    | \$0.00    |
| Dishonoured payment fee (cheque)                         | \$18.64                                   | \$20.50   |
| Dishonoured payment fee (direct debit)                   | \$12.50                                   | \$13.75   |
| Late payment fee   | \$0.00                                    | \$0.00    |
| Payment processing fee (% of payment made)               | 0.91%                                     | 1.0%      |
| Refundable advance (each fuel) (Residential Customer)    | \$136.36                                  | \$150.00  |
| Refundable advance (each fuel) (Small Business Customer) | \$454.55                                  | \$500.00  |
| Transaction fee  | \$0.00                                    | \$0.00    |
| Account establishment fee                                | Pass Through of Special meter reading fee |           |
| After-hours reconnection fee                             | Pass Through                              |           |
| Call-out fee   | Pass Through                              |           |
| Disconnection fee  | Pass Through                              |           |
| Meter inspection fee                                     | Pass Through                              |           |
| Meter removal fee  | Pass Through                              |           |
| Meter testing fee  | Pass Through                              |           |
| Move-out fee   | Pass Through                              |           |
| Reconnection fee   | Pass Through                              |           |
| Special meter reading fee                                | Pass Through                              |           |

Effective 1 July 2010