

# VICTORIAN STANDING OFFER PRICE LIST\*

## Energy Rates

Our Standing Offer tariffs are published in the *Victoria Government Gazette*, and can be viewed on our website at <http://www.agl.com.au/home/pricing-and-tariffs/Pages/victoria-pricing.aspx>

## Other Fees that may apply\*

### Payment Processing Fee

The amount we may charge you if you are a Small Business Customer who pays a bill using a payment method that results in us incurring a merchant services fee (including payment by credit card).

**Amount:** 1% of the payment amount (GST inclusive)

### Dishonoured Payment Fee

The amount we may charge you for a payment made by you that is dishonoured or reversed.

**Amount:** Direct Debit \$13.75 (GST inclusive)

**Cheque:** \$20.50 (GST inclusive)

### Special Meter Read Fee

The amount that we may charge you for a Reading of your Meter that occurs outside the scheduled Meter Reading timetable.

**Amount:** We will directly pass through to you all amounts charged by the Distributor, or another contractor or agent in relation to the special Meter Reading.

### Disconnection Fee

The amount that we may charge you for the costs we incur for the disconnection of the Supply of gas or electricity to your Supply Address.

**Amount:** We will pass through to you all amounts charged by the Distributor, or another contractor or agent in relation to the disconnection.

### Reconnection Fee

The amount that we may charge you for reconnection of the Supply of gas or electricity to your Supply Address (and which includes the Distributor's charges for reconnection) when you contact us:

- (a) before 3.00 pm on a Business Day and we arrange the reconnection on the same Business Day as your request; or
- (b) after 3.00 pm on a Business Day and we arrange the reconnection on the next Business Day after your request.

**Amount:** We will pass through to you all amounts charged by the Distributor, or another contractor or agent in relation to the reconnection.

### After-hours Reconnection Fee

The amount that we may charge you for reconnection of the Supply of gas or electricity to your Supply Address (and which includes the Distributor's charges for reconnection) when you contact us between the hours of 3.00 pm and 9.00 pm on a Business Day and we arrange the reconnection on the same Business Day as your request.

**Amount:** We will pass through to you all amounts charged by the Distributor, or another contractor or agent in relation to the after-hours reconnection.

### Call-out Fee

The amount that we may charge you for the costs we incur if we (or the Distributor or another contractor or agent) have been called out to disconnect your Supply Address but, due to the reason for the disconnection being remedied, a disconnection is no longer required.

**Amount:** We will pass through to you all amounts charged by the Distributor, or another contractor or agent in relation to the call-out.

### Debt Collection Fee

The amount that we may charge you for the debt collection costs we incur if you do not pay your bill in full or make other arrangements with us by the pay-by-date. This may include an attendance (field visit collection) fee where debt collection personnel visit your Supply Address and there is no access or where you are not present, to the extent permitted by Regulatory Requirements, and/or a field visit collection fee where you are present during a debt collection visit.

**Amount:** We will pass through to you all amounts charged by the Distributor, or another contractor or agent in relation to the debt collection activity.

### Meter Inspection Fee

The amount that we may charge you in advance for physically inspecting your Meter for faults at your Supply Address.

**Amount:** We will pass through to you all amounts charged by the Distributor, Meter Testing Authority, or another contractor or agent in relation to the inspection of your Meter.

### Meter Test Fee

The amount that we may charge you in advance for physically testing your Meter at your Supply Address.

**Amount:** We will pass through to you all amounts charged by the Distributor, Meter Testing Authority, or another contractor or agent in relation to the testing of your Meter.

\* Capitalised terms have the same meaning as your Energy contract.

