

Application for Electricity

New South Wales / Victoria / South Australia / Queensland



This form is for a residential or small / medium business customer applying for:

- **Installation** of a new electricity meter and connection to electricity supply OR
- **Addition/Alteration** to your existing electricity supply OR
- **Removal/Abolishment** of your existing electricity supply

How to complete and submit this form

You might need to ask your electrician or builder for help in completing the meter and supply details. This information will assist your application and the quoting process. For more information go to agl.com.au/newconnections

Please complete the form below and return it to us with any other required documentation by:

Post: Return by registered mail addressed to Locked Bag 14120 MCMC, Melbourne Victoria, 8001

Email: aglnewconns@agl.com.au

Phone: Should you need to contact an AGL customer service representative regarding your application, please call **1800 680 430**

1. What service do you need?

Installation	Addition/Alteration	Removal/Abolishment
Please specify the type required: Permanent Temporary Temporary Supply in permanent position	Please specify the type required: Move meter Install controlled load Upgrade meter from single phase to 3 phase Downgrade meter from 3 phase to single phase Additional meter required Solar installation Other For other, please include short description of the works required below:	Please specify the type required: Removal of an electricity meter Removal of electricity supply to the site AND meter removal (i.e. if the property on the site is being demolished) Site vacant date <input type="text"/> / <input type="text"/>

2. Supply Address Details

Address

Lot no: Unit no: Street no: Street name: Suburb: Postcode:

Deposited Plan Number: (optional)

Meter or NMI no: (found on meter or bill)

Type of property Residential Business Single or multiple dwelling (e.g. apartment block) Single Multiple*

*For new installations at multiple dwellings – please attach further site details, including site plan and meter specifications for each unit.

I understand that full and unlimited site access must be available. Should access be restricted, this may delay my request and additional fees may apply. If there are any known access issues (such as locked gates and meter boxes) or hazards at the site, please give details here:

Is there any life support equipment or critical power requirements at the supply address? Y N (Please note that to register as a customer with life support needs, we will require a supporting medical certificate)

Paperwork and reference number requirements (for installations and additions / alterations only)

Electrical Works Request (EWR) (QLD only):

REX number (SA only):

Photovoltaic Small Embedded Generator number (PV SEG) (Solar installations only):

For VIC please provide the Electrical Works Request (EWR) and Certificate of Electrical Safety (CES) alongside this application form where applicable.

Please note, you may be required to produce additional paperwork or reference numbers at site for meter installations to proceed. To see what paperwork is required in different states, please visit agl.com.au/newconnections

3. Your details

a. Account holder

Title:	Full name:	Date of birth:	/ /
Business name: (if applicable)	ABN: (if applicable)		
Driver licence or Medicare no:	State:	Expiry date:	/ /
Postal address: (if different from supply address)		Postcode:	
Telephone/mobile:	Fax:	Email:	
AGL Account Number: (if applicable)			

b. Authorised contact person (if different to above)

Title:	Full name:	Date of birth:	/ /
Business name: (if applicable)	ABN: (if applicable)		
Driver licence or Medicare no:	State:	Expiry date:	/ /
Postal address: (if different from supply address)		Postcode:	
Telephone/mobile:	Fax:	Email:	

4. Details of Registered Electrical Contractor (for NSW, this will be the Accredited Service Provider)

This information is required for installations only:

Contact name	Business name (if applicable)	
ABN (if applicable)	Electricity license number	
Postal address:	Postcode:	
Telephone/mobile:	Email:	
Does the electrician need to be present when the work is conducted at site?	Y	N

If you have a preferred meter provider, you may list them here (optional)*

*Note - AGL is not obliged to allocate the site to the meter provider specified here.

5. Meter and Supply Details (new installations only)

For requests to install a new connection and electricity meter, we require some additional information from you. Failure to provide accurate information can lead to delays and fees for wasted visits from technicians.

Number of meter supply phases required:

- Single phase
- 2 phase
- 3 phase
- Other multi-phase
- Unknown

Metering required:

- Single phase, single element
- Single phase, multi-element
- 3 phase whole current metering
- Low Voltage CT (current transformer) metering
- High Voltage metering
- Unknown

Are solar panels to be installed at the site?

Y N

If yes, what is size of the solar system?

kW

Are there any off-peak requirements at the site?

Y N

If yes, please specify:

- Hot water
- Pool pump
- Slab heating

Other (if other, please specify)

What is the maximum demand at the site?

Amps

Supply installation required:

- Underground
- Overhead
- Underground to overhead
- Overhead to underground
- Transformer overhead
- Transformer ground level

6. Your acceptance

Your application.

Installation only. I hereby agree to the following:

- I authorise AGL to arrange for the Meter Service Provider or Distributor to install the electricity meter and connection at the supply address.
- For Victorian customers, the installation will be on a date agreed with you.
- For New South Wales, South Australian or Queensland customers, the installation date will be on the earlier of either a date agreed with you or within 11 business days from the completion of the supply work.
- I acknowledge and agree that upon installation, electricity for the supply address listed will be sold to me on the terms and conditions and rates that apply under AGL's Standard Retail Contract.

Addition/Alteration only.

I hereby authorise AGL to arrange for the Meter Service Provider or Distributor to alter the electricity supply at the supply address.

For Victorian customers, the installation will be on a date agreed with you.

For New South Wales, South Australian or Queensland customers, the installation date will be on the earlier of either a date agreed with you or within 20 business days from the completion of the supply work. I agree to accept that AGL may charge the standard Addition/Alteration charge, which if charged will appear on the next account, unless the below section regarding third party payment is completed. Most Addition/Alteration charges are passed-through by AGL from my Distributor and/or Meter Service Provider and vary according to the works required and my distribution zone.

Removal/Abolishment only.

I hereby authorise AGL to arrange for the Meter Service Provider or Distributor to totally remove the electricity meter and/or supply located at the supply address.

Removal fees are charged by some Distributors and Meter Service Providers which may be passed-through by AGL and vary according to the works required and my distribution zone. Should my Meter Service Provider and/or Distributor charge a fee, I agree to accept that AGL may pass through the standard Removal/Abolishment charge.

Acceptance of model standing offer. NSW & SA only.

I acknowledge that by submitting this form I am indicating that the terms set out in the Distributor's model standing offer for basic connection services (a copy of which can be requested from my Distributor) are acceptable to me.

Important information:

Standard Retail Contracts

- AGL's Standard Retail Contract rates, fees and terms and conditions are available at agl.com.au/src. We may vary these rates and fees not more than once every 6 months, with notice provided in accordance with Regulatory Requirements. Our Standard Retail Contract "Things you should know" booklet contains important information about being an AGL customer, so please take a moment to look over this document.
- In New South Wales, South Australia and Queensland, for a customer on a single rate tariff, the electricity standing offer is equivalent to the comparison price set by the AER for an average usage customer. Further details specific to your state are listed below, effective 1 July 2026. These amounts may differ significantly for other tariff types, distribution areas and usage amounts. To view rates and details of the comparison price (including the average usage amounts) for all tariff types and areas, view AGL's published electricity rates at agl.com.au/src.
- The solar feed-in tariffs under this energy plan are variable and can change with notice to you in accordance with the Regulatory Requirements.

For New South Wales customers:

- AGL's electricity Standard Retail Contract is equivalent to the comparison price set by the AER. The comparison price is \$1,899 for a residential customer on a single rate (regulated) tariff using 3,900 kWh per annum and \$4,523 for a small business customer on a single rate (regulated) tariff using 10,000 kWh per annum, in the Ausgrid distribution area. Depending on your actual usage, tariff type and distribution area, your annual costs could be significantly different.

For South Australian customers:

- AGL's electricity Standard Retail Contract is equivalent to the comparison price set by the AER. The comparison price is \$2,334 for a residential customer on a single rate (regulated) tariff using 4,000 kWh per annum and \$5,162 for a small business customer on a single rate (regulated) tariff using 10,000 kWh per annum, in the SA Power Networks distribution area. Depending on your actual usage, tariff type and distribution area, your annual costs could be significantly different.

For Queensland customers:

- AGL's electricity Standard Retail Contract is equivalent to the comparison price set by the AER. The comparison price is \$1,988 for a residential customer on a single rate (regulated) tariff using 4,600 kWh per annum and \$3,849 for a small business customer on a single rate (regulated) tariff using 10,000 kWh per annum, in the Energex distribution area. Depending on your actual usage, tariff type and distribution area, your annual costs could be significantly different.

AGL Privacy Policy (including Credit Reporting Policy)

- By completing this form, you acknowledge that AGL will collect, use and disclose your Personal Information in accordance with the AGL Privacy Policy (Including Credit Reporting Policy) and consent that AGL may contact you about offers and products on an ongoing basis (unless you request otherwise by contacting us on **131 245**) and may exchange your information with credit providers and others for credit reporting, credit checks and debt collection.
- The AGL Privacy Policy (Including Credit Reporting Policy) can be accessed via agl.com.au/privacy. The terms and conditions of your products and services may also contain further provisions relevant to our handling of personal information.

Life support registration (applies to residential customers only)

- If you or anyone at your household rely on life support equipment or medical devices which require the supply of electricity (for Victoria, electricity or gas) please call us on **131 245** to register your machine at your new supply address before the handover date. Life support is not transferable, you will need to complete a new medical confirmation form for your new address.

6. Your acceptance. (cont.)

Concessions (applies to residential customers only)

- There are Government funded energy concessions, rebates and relief schemes that may be available to help reduce your energy costs. These schemes may be available to eligible customers who:
 - hold certain concession cards or entitlements such as a Pensioner, Healthcare, Seniors or Gold Card;
 - use registered life support equipment;
 - have specific medical conditions that require extra heating/cooling needs; or;
 - are experiencing difficulty paying their energy bills.

If you or someone else in your household may be eligible, please visit [agl.com.au/concessions](https://www.agl.com.au/concessions), call us on **131 245** or you can also visit the following websites where the most up to date information is available;

NSW - <https://www.service.nsw.gov.au/services/energy-and-utilities#energy-rebates>

VIC - <https://services.dffh.vic.gov.au/concessions-and-benefits>

QLD - <https://www.qld.gov.au/community/cost-of-living-support/concessions/energy-concessions>

SA - <https://www.sa.gov.au/topics/care-and-support/concessions>

Dispute Resolution Policy and Your Rights

- You will also be able to find more information about our commitments to customers and our Dispute Resolution Policy at [agl.com.au/yourrights](https://www.agl.com.au/yourrights)

Signature of account holder or authorised contact person.

Date.

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
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7. Third party payment

All fees and charges relating to the work will be paid for by the third party detailed below.

If yes, the third party must complete the section below prior to submitting this form.

Title:	Full name:	Date of birth:	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Business name: (if applicable)	ABN: (if applicable)						
Driver licence or Medicare no:	State:	Expiry date:	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Postal address:		Postcode:					
Telephone/mobile:	Fax:	Email:					

By signing here, the party nominated above is accepting charges for the works indicated at the supply address listed on this form.

Third party signature

Date

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
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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 Limited ABN 49 091 105 092