

Our service promise to you



At AGL, our commitment goes beyond just being your energy retailer.

With four highly-qualified service teams across Melbourne and Adelaide, more than 60 Business Service Specialists are available to help you better manage the energy needs of Procurement Australia. .

Together, our experts are committed to answering at least 75% of calls within 30 seconds, as well as provide an initial response to all email enquiries within 72 hours.

AGL will also provide a dedicated Customer Relationship Manager, who will provide an additional level of service that's worthy of our partnership.

We're here to help when you need us.

If you have a question, please call or email us and we'll be happy to help, in any way we can.

 **1300 793 477** (8.30am - 5.30pm, Monday to Friday)

 **ProcurementAustralia@agl.com.au**

Meet Michael, your dedicated Customer Relationship Manager.

Michael Fusca is AGL's dedicated Relationship Manager for Procurement Australia.

On top of meeting your team's ongoing needs and managing the more complex enquiries, Michael can help advise how AGL can make a positive impact on your business outcomes.

Michael can also share tailored energy advice and develop sustainable solutions that can help reduce your energy costs and usage, now and into the future.

 **MFusca@agl.com.au**

