

South Australia

# AGL Energy Plan

## Market Retail Contract Fee Schedule



See our General Terms for when these and other fees apply. We will advise you of any Pass Through amount 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 and wires, and gas pipes in your area) or Meter Service Provider (who is responsible for the meter).

If you have any questions about fees, chat with us online at [agl.com.au](https://agl.com.au) or call us anytime on **131 245** (residential) or **133 835** (business).

### Electricity

| Fee Type                                                                                                 | GST excl.              | GST incl. <sup>1</sup> |
|----------------------------------------------------------------------------------------------------------|------------------------|------------------------|
| Payment processing fee<br>(% of payment made)                                                            |                        |                        |
| Mastercard debit card                                                                                    | 0.32%                  |                        |
| Visa debit card                                                                                          | 0.15%                  |                        |
| Mastercard credit card                                                                                   | 0.75%                  |                        |
| Visa credit card                                                                                         | 0.65%                  |                        |
| Debit and credit card via<br>Australia Post channels                                                     | 0.54%                  |                        |
| Over-the-counter payment fee<br>for payments in person with Post<br>Billpay® at an Australia Post outlet | \$3.00                 | \$3.30                 |
| Paper bill fee - for each bill<br>sent by post <sup>2</sup>                                              | \$1.59                 | \$1.75                 |
| Late payment fee <sup>3</sup>                                                                            | \$12.00                | n/a                    |
| Reconnection fee – on site <sup>4</sup><br>Reconnection fee – remote                                     | Pass Through<br>\$4.54 | Pass Through<br>\$5.00 |
| Disconnection fee – on site <sup>4</sup><br>Disconnection fee – remote                                   | Pass Through<br>\$4.54 | Pass Through<br>\$5.00 |
| Special meter read fee <sup>4</sup>                                                                      | Pass Through           |                        |

Effective 1 July 2025. Fees are subject to change.

<sup>1</sup>The GST inclusive price assumes a GST rate of 10%. If this rate changes, the GST inclusive price will be adjusted to reflect that change.

<sup>2</sup>We may charge this fee for each paper bill we issue to you. To receive your bills by email instead of post, you can sign up for eBilling via [agl.com.au/myaccount](https://agl.com.au/myaccount) or by calling us.

<sup>3</sup>Amount is not subject to GST. Late payment fees are charged on a 'per bill' basis.

<sup>4</sup>Your Distributor or Meter Service Provider charges this fee and we pass it through to you. Depending on the meter type at your property, your Meter Service Provider may be able to perform this service remotely or may need to send an operator to your property to perform this service in person.

### Gas

| Fee Type                                                                                                 | GST excl.    | GST incl. <sup>1</sup> |
|----------------------------------------------------------------------------------------------------------|--------------|------------------------|
| Payment processing fee<br>(% of payment made)                                                            |              |                        |
| Mastercard debit card                                                                                    | 0.32%        |                        |
| Visa debit card                                                                                          | 0.15%        |                        |
| Mastercard credit card                                                                                   | 0.75%        |                        |
| Visa credit card                                                                                         | 0.65%        |                        |
| Debit and credit card via<br>Australia Post channels                                                     | 0.54%        |                        |
| Over-the-counter payment fee<br>for payments in person with Post<br>Billpay® at an Australia Post outlet | \$3.00       | \$3.30                 |
| Paper bill fee - for each bill<br>sent by post <sup>2</sup>                                              | \$1.59       | \$1.75                 |
| Late payment fee <sup>3</sup>                                                                            | \$12.00      | n/a                    |
| Reconnection fee <sup>4</sup>                                                                            | Pass Through |                        |
| Disconnection fee <sup>4</sup>                                                                           | Pass Through |                        |
| Special meter read fee <sup>4</sup>                                                                      | Pass Through |                        |

Effective 1 August 2025. Fees are subject to change.

<sup>1</sup>The GST inclusive price assumes a GST rate of 10%. If this rate changes, the GST inclusive price will be adjusted to reflect that change.

<sup>2</sup>We may charge this fee for each paper bill we issue to you. To receive your bills by email instead of post, you can sign up for eBilling via [agl.com.au/myaccount](https://agl.com.au/myaccount) or by calling us.

<sup>3</sup>Amount is not subject to GST. Late payment fees are charged on a 'per bill' basis.

<sup>4</sup>Your Distributor charges this fee and we pass it through to you.