

# **AGL Electrification Velocity Offer Terms and Conditions**



# AGL Electrification Velocity Offer – Terms and Conditions

## Eligibility

1. The AGL Electrification Velocity Offer is available to residential customers (also referred to as “you” or “your”) in applicable states/territories as set out in clause 8, who purchase an Eligible AGL Product from AGL and comply with the eligibility requirements (“**Eligible Customer**”).
2. Eligible Customers must be a member of the Velocity Frequent Flyer Program (referred to as “**Velocity**”) prior to purchasing an Eligible AGL Product from AGL.
3. The AGL Electrification Velocity Offer is subject to product availability as there is a limited number of Eligible AGL Products available for this Offer and the Offer is only available in respect of each product category until varied or removed by AGL and Velocity from the relevant Offer Landing Page (“**Offer Period**”).
4. During the process of purchasing an Eligible AGL Product, Eligible Customers must provide details of their Velocity membership (including first name, last name and membership number) to be eligible. This information will be used to validate the customer’s Velocity membership and eligibility.
5. The AGL Electrification Velocity Offer is not available to Eligible Customers who exercise their cooling off rights or who otherwise cancel their product purchase prior to installation at their address.
6. Eligible Customers can combine the AGL Velocity Offer and the AGL Electrification Velocity Offer, and purchase a Battery, Solar & Battery Bundle and EV Home Charger under the AGL Electrification Velocity Offer. The AGL Electrification Velocity Offer is otherwise not available in conjunction with any other AGL plan or promotional offer (unless otherwise specified).
7. Eligible Customers must pay for, or use a Plenti Green Loan (see clause 14) to pay for, the Eligible AGL Product in full by the due date for payment.

## Eligible AGL Product

8. To be eligible for the AGL Electrification Velocity Offer, Eligible Customers with a residential address located in:
  - a. **Victoria, New South Wales, Queensland or South Australia**, in areas where AGL operates, must have an existing AGL Electricity Service or sign up to a new AGL Electricity Service and purchase from AGL during the Offer Period a:
    - i. Tesla Powerwall 3 Battery (“**AGL Battery**”); or
    - ii. Tesla Powerwall 3 Solar Battery Bundle (“**AGL Solar & Battery Bundle**”); or
  - b. **Victoria, New South Wales, Queensland, South Australia, Western Australia, Northern Territory or Tasmania**, must purchase from AGL during the Offer Period a:
    - i. Evnex E2 Plus or Wallbox Pulsar Max Electric Vehicle Charger (“**AGL EV Home Charger**”),and comply with the eligibility requirements (“**Eligible AGL Product**”).

## 9. Eligibility requirements specific to the AGL Battery, and AGL Solar & Battery Bundle:

Eligible Customers:

- Limited to one AGL Battery or AGL Solar & Battery Bundle, per supply address
- must be located within 100kms of their relevant state capital CBD. Additional travel charges may apply for Eligible Customers who live more than 50 kms from their state capital CBD;
- must purchase the AGL Battery or AGL Solar & Battery Bundle by visiting the dedicated AGL Electrification Velocity Offer Landing Page and requesting a callback via the 'speak to an expert form' or by speaking to a battery expert on 1300 447 465, quoting "Velocity" and providing details of your Velocity Membership as outlined in clause 4;
- must join the AGL Virtual Power Plant ("VPP"); and
- must stay connected to the AGL VPP for consecutive twelve month periods to be eligible to receive the Anniversary Bonus Velocity Points every 12 months for up to a maximum of 5 years. If an Eligible Customer disconnects before the end of the 5 year period, they will be ineligible for any further Anniversary Bonus Velocity Points.

## 10. Eligibility requirements specific to the AGL EV Home Charger:

Eligible Customers must purchase the AGL EV Home Charger by visiting the dedicated AGL Electrification Velocity Offer Landing Page and requesting a quote through the purchase order form or booking an appointment with an EV Home Charger expert at <https://next.agl.com.au/home-charging/contact>, quoting "Velocity" and providing details of your Velocity Membership as outlined in clause 4

## AGL Electrification Velocity Offer

11. Eligible Customers who purchase an Eligible AGL Product will be eligible to receive the Sign-up Velocity Points described in the "Velocity Points Table" below, based on the Eligible AGL Product purchased ("AGL Electrification Velocity Offer"):

**Velocity Points Table**

Eligible AGL Product	State	Sign-Up Velocity Points
AGL Battery	QLD, NSW, VIC, SA	50,000
AGL Solar & Battery Bundle	QLD, NSW, VIC, SA	75,000
AGL EV Home Charger	All States (excluding ACT)	10,000

### **Additional Anniversary Bonus Velocity Points while an Eligible Customer is connected to AGL's Virtual Power Plant (VPP):**

12. Eligible Customers who purchased an AGL Battery or AGL Solar & Battery Bundle and stay connected to the AGL VPP for a consecutive 12-month period will be eligible to receive the Anniversary Bonus Velocity Points described below every 12 months for up to a maximum of 5 years, for the following Eligible AGL Products:

Eligible AGL Product	State	Anniversary Bonus Velocity Points
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AGL Battery	QLD, NSW, VIC, SA	15,000
AGL Solar & Battery Bundle	QLD, NSW, VIC, SA	15,000

13. If you are an existing AGL customer, the AGL Electrification Velocity Offer does not form part of or change your existing AGL Plan or applicable rates.
14. Eligible Customers can finance their AGL Battery or AGL Solar & Battery Bundle with a Plenti Green Loan, subject to Plenti's credit criteria and terms and conditions, and if an application for credit is submitted and approved. AGL's EV Home Charger payment plan is not available in conjunction with this AGL Electrification Velocity Offer.
15. Where an Eligible Customer has not provided a valid Velocity membership number as required under these terms and conditions, they acknowledge that they will not be eligible for the AGL Electrification Velocity Offer or entitled to any Velocity Points under this AGL Electrification Velocity Offer. It is the Eligible Customer's responsibility to provide their Velocity membership number ensure the Velocity membership number they provide is valid and correct.
16. Velocity Points do not have cash value, cannot be converted to cash or refunded. Velocity Points are provided by Velocity, not AGL. Velocity will allocate Velocity Points to your Velocity membership account in accordance with these terms and conditions, and the Velocity Membership Terms and Conditions.
17. Following an Eligible Customer's purchase of an AGL Battery or AGL Solar & Battery Bundle, the Sign-up Velocity Points will be allocated within 45 days from the date of installation of your AGL Battery or AGL Solar & Battery Bundle. Anniversary Bonus Velocity Points will be allocated within 15 days of every 12 month anniversary of your installation of the AGL Battery or Solar & Battery Bundle when you remain connected to AGL's VPP, for up to 5 years.
18. Following an Eligible Customer's purchase of an AGL EV Home Charger, the Sign-up Velocity Points will be allocated within 45 days from the date AGL receives full payment for the AGL EV Home Charger. AGL's EV Home Charger payment plan is not available to customers wishing to claim the AGL Electrification Velocity Offer.
19. Eligible Customer's Velocity membership must continue to be valid and active at the date Velocity Points are to be allocated to earn the Velocity Points.
20. Where an Eligible Customer no longer holds their Velocity membership, they acknowledge that they will no longer be able to earn Velocity Points and that their Velocity Points earned through the AGL Electrification Velocity Offer will be forfeited.

## Velocity Membership

21. Your Velocity membership is governed by the [Velocity membership Terms & Conditions](#).
22. AGL does not provide and is not responsible for the Velocity Frequent Flyer Program. Customer inquiries relating to any Velocity Frequent Flyer Program service should be directed to Velocity. Velocity provides a help and support page available at [Velocity Member support | Velocity Contact | Velocity Frequent Flyer](#).
23. If for any reason your Velocity membership number changes, it is your responsibility to ensure that the new membership number is provided to AGL.

## General

24. AGL and Velocity reserve the right to change these Terms and Conditions or withdraw the AGL Electrification Velocity Offer at any time. In such circumstances, Eligible Customers who purchased an AGL Battery or AGL Solar & Battery Bundle and signed up to the AGL VPP during the Offer Period will continue to receive their Anniversary Bonus Velocity Points provided that all eligibility criteria and terms and conditions are met. If applicable, AGL will let you know when the AGL Electrification Velocity Offer is changed, by posting revised Terms and Conditions on <https://www.agl.com.au/residential/solar-and-batteries/velocity-electrification-offer>. The revised Terms and Conditions will apply to any AGL Electrification Velocity Offer accepted following the variation to the Terms and Conditions.
25. AGL pays Velocity for the Velocity Points you earn when you purchase an Eligible AGL Product as part of the AGL Electrification Velocity Offer.
26. AGL and Velocity reserve the right to revoke or prevent the allocation of any Velocity Points if either party suspects a breach of these Terms and Conditions, the Velocity Terms & Conditions or if either party suspects that Velocity Points have been obtained fraudulently or illegally.
27. Eligible AGL Products are solely supplied by AGL and you are required to contact AGL directly for any inquiries or for more information about the products. Velocity is not the seller or supplier of the Eligible AGL Products, is not responsible for the Eligible AGL Products or the financing of these products and Velocity is not authorised to negotiate or sell products on behalf of AGL or Plenti.

## Privacy

28. AGL collects personal information about you to enable you to redeem the AGL Electrification Velocity Offer in accordance with these Terms and Conditions.
29. By participating in this promotion, you consent to AGL collecting and using your personal information, and disclosing your personal information to AGL's related entities, agencies, promotion partners (including Velocity) and other third parties engaged to provide services in connection with the AGL Electrification Velocity Offer, for the purposes listed above and in accordance with AGL's privacy policy available at [www.agl.com.au/privacy-policy](http://www.agl.com.au/privacy-policy). If the personal information requested is not provided, AGL cannot guarantee fulfilment of the AGL Electrification Velocity Offer.
30. You agree to provide your consent until such a time as it is withdrawn by giving notice to AGL. You can also gain access to, update or correct any personal information held by contacting AGL using the details listed in AGL's privacy policy.
31. You can read about how Velocity handles your personal information in Velocity's privacy policy available at <https://www.velocityfrequentflyer.com/member-support/privacy>.