

Plan Conditions

Energy Allowance Small / Medium / High / Extra High

This plan is designed to help you manage your electricity costs while making the most of your solar and battery system. Under this plan, you receive an electricity allowance for each monthly or quarterly billing period (as applicable), and in return allow AGL to make use of your solar and battery system (“**Your System**”).

Orchestration

As part of this plan, you must agree to allow us to remotely take control of Your System and charge, discharge and/or instruct Your System to hold (also called “**Orchestrate**” or “**Orchestration**”) as set out in AGL’s [Orchestration Terms and Conditions](#).

Fixed period

Your energy plan is part of a [market contract](#) and is for a **fixed period of 5 years**, with no option to extend, unless it is ended earlier by you or by us:

- in accordance with your Market Contract with us;
- if Your System otherwise becomes incompatible with continued Orchestration;
or
- if you otherwise no longer meet the eligibility requirements for this plan.

If AGL discontinues this plan, we will provide you with at least 20 business days' prior notice, following which your energy supply will continue under a standard retail contract unless you choose an alternative plan. You’re free to change your plan at any time with no exit fees.

Once the plan ends, your electricity supply will continue under a Standard Retail Contract.

Eligibility

This plan is available to invited eligible residential customers in Queensland, South Australia and New South Wales (excluding customers on Essential Energy distribution network), where AGL operates. The plan is part of a limited trial and places are strictly limited.

To be eligible for this energy plan you must meet all of the following eligibility criteria:

- **You must have received a direct invitation from AGL.** AGL must have an available place on the plan. Places are limited and AGL may confirm acceptance of your application where there is ongoing availability. If you were not invited but sign up to the plan, the Allowance will not apply. Any electricity usage by you will

be charged at the usage rates set out in your rates table for usage beyond any applicable Allowance. AGL will also end this Market Contract by giving you reasonable written notice of your failure to meet the eligibility criteria. Once this Market Contract ends your electricity supply will continue under a Standard Retail Contract (or another energy plan you may select).

- You must have a solar and battery system (“**Your System**”) that is comprised of a working battery connected to a working solar system at your Supply Address that:
 - has been installed within the last 12 months of the commencement of your energy plan; and
 - is not older than 12 months old.
- Your System must meet any and all relevant requirements set out in the Agreement details and clause 2 (*Eligibility criteria*) of AGL’s [Orchestration Terms and Conditions](#).
- You must have completed AGL’s assessment of your annual electricity usage so that AGL can determine whether the Allowance is appropriate to your electricity usage requirements.
- Your supply address must have a digital meter (also known as a smart meter, interval meter or comms meter).
- Your System must enable charging from, and export to, the grid.
- You must ensure that Your System is properly functioning and maintained at all times.
- You must ensure that Your System is available for Orchestration at all times.
- You must pass the Initial AGL Orchestration Test (as defined in AGL’s [Orchestration Terms and Conditions](#)) to confirm that AGL can orchestrate the battery.
- Your System must be connected to a reliable internet connection (through a hardwired ethernet connection or Wi-Fi) on a continuous basis.
- You must not participate in another virtual power plant or similar program during your time on this energy plan (including, without limitation, AGL’s own Virtual Power Plant).
- You must agree to and allow the installation of a secondary meter connected to Your System on your premises within the first 20 business days of the Energy Plan, so that AGL can accurately measure and track all your household electricity usage against your Allowance.

- A fee may be payable for supplementary work to install the secondary meter in certain cases, including if your supply address is located in a remote location or an upgrade is required to your meter enclosure or switchboard to accommodate the secondary meter. If such a fee applies, AGL will inform you of the amount and seek your consent before proceeding.
- If you decline to proceed, or AGL determines (acting reasonably) that you are not fully cooperating with the installation of the secondary meter or the completion of the Initial AGL Orchestration Test within the first 20 business days of the energy Plan, this energy Plan will be terminated and your electricity supply will continue under a Standard Retail Contract (or another energy plan you may select).
- You consent to us and our service providers:
 - accessing, collecting and using your personal information as necessary to enable us to arrange for the installation of the secondary meter and to complete the Initial AGL Orchestration Test;
 - accessing, collecting and using data from Your System (including from your smart meter and secondary meter), including generation, storage and usage data; and
 - using that data to operate, optimise and administer Your System for the purposes of Orchestration.
- This energy plan is not available if a person residing (or intending to reside) at your supply address requires life support equipment. This is because under Orchestration, we remotely charge, discharge and hold Your System, so the energy stored in it may not be available to you at all times. **This does not affect your right to register life support equipment or the protections that come with it.**
- If someone at your supply address needs life support equipment, you must tell us or your distributor about any life support equipment (as defined in your state's regulatory requirements) at the supply address.
- If life support equipment is registered at your supply address during your energy plan, we will stop orchestrating Your System as soon as reasonably practicable, and in any event within 20 Business Days. AGL will also terminate your energy plan by providing you with 20 Business Days written notice. Your electricity supply will not be interrupted and will continue under a Standard Retail Contract, or another plan you choose.
- You must not be receiving a Premium Feed-In Tariff.

- You must be a residential electricity customer located in one of the following states in an area where AGL operates: NSW (excluding customers on Essential Energy distribution network), QLD or SA.
- Your billing frequency must be monthly or quarterly.
- If we reasonably form the view that the electricity consumed under this energy plan is excessive, unreasonable or for a purpose other than for personal or household consumption, we may end your plan with prior written notice to you and your electricity supply will continue under a Standard Retail Contract.

Key aspects of this plan

- This plan includes an electricity allowance for all your household electricity usage (including electricity consumed from the grid and/or Your System) of up to the allowance amount specified in your rates table per 30 days (if you are on monthly billing) or 90 days (if you are on quarterly billing) (your **“Allowance”**), as adjusted by the number of days in your billing period to reflect an equal included daily usage allocation throughout the year.
- As the Allowance assumes a 30-day month (if you are on monthly billing) or 90-day quarter (if you are on quarterly billing), your actual usage allocation will be slightly different in any billing period with a different number of days. For example, if you are on monthly billing:
 - for the month of February your usage allocation will be slightly lower than the indicative Allowance for a 30-day month; and
 - for the month of July your usage allocation will be slightly higher than the indicative Allowance for a 30-day month.
- If you change your billing frequency part way through a billing period, your applicable Allowance in each billing period will reflect the pro rata total of the daily usage allocation multiplied by the number of days in each billing period.
- A fixed daily supply charge will be payable by you, as set out in your rates table.
- Any electricity usage by you in a given billing period that exceeds your applicable Allowance for that billing period will be charged in accordance with the relevant usage rates set out in your rates table.
- If you fail to meet all the eligibility criteria, the Allowance will not apply from the date when AGL informs you that you are ineligible for this plan or such later date as AGL reasonably specifies. Any electricity usage by you from that date will be charged at the usage rates set out in your rates table for usage beyond any applicable Allowance. AGL will also end this Market Contract by giving you reasonable written notice of your failure to meet the eligibility criteria. Once this

Market Contract ends your electricity supply will continue under a Standard Retail Contract (or another energy plan you may select).

- You agree that you will not receive any credits, incentives or other additional payments in return for Orchestration regardless of how often we Orchestrate Your System, provided Orchestration occurs as set out in our Orchestration Terms and Conditions.
- Electricity usage by AGL due to our Orchestration of Your System will not be counted as your usage towards your Allowance. This means that where we Orchestrate Your System, which may include importing or exporting electricity as part of Orchestration, any electricity used or moved as part of those activities will be excluded when calculating your usage against your Allowance, and only your household electricity consumption will count towards your Allowance.
- For the duration of this plan, you will not be eligible for feed-in credits or additional payments for any electricity exported to the grid from Your System, whether as a result of our Orchestration or otherwise.
- If Your System becomes unavailable for Orchestration for any reason, AGL will notify you and request that you rectify the issue as soon as possible. AGL will terminate Your Energy Plan if Your System is unavailable for Orchestration for more than a total of 28 days in any 12-month period, by providing you with reasonable written notice of your failure to meet the eligibility criteria. Your electricity supply will continue under a Standard Retail Contract (or another energy plan you may select). For the avoidance of doubt:
 - the 28 days in any 12-month period may be non-consecutive; and
 - if Your System is unavailable for any material part of a day, this will count as a day of unavailability.
- You may decide to switch to another plan at any time with no exit fee, including during any period when Your System is unavailable for Orchestration.

Rates and charges

Your Allowance will not change but any other rates, fees, charges and energy payments under this Energy Plan (including which apply to any electricity usage in excess of the Allowance) are variable and can change with notice to you. These may differ from AGL's published variable rates and other rates that AGL may offer from time to time (including under the same plan name).

How and when we provide notice depends on where you live:

- **VIC:** at least five business days for any variation;

- **NSW and SA:** For rate, fee or charge increases or energy payment reductions, at least five business days. For rate decreases or energy payment increases, as soon as practicable, and no later than your next bill;
- **QLD:** for price increases or energy payment reductions, at least ten business days. For rate decreases or energy payment increases, at least five business days.