

# AGL Velocity Offer Terms and Conditions



# AGL Velocity Offer – Terms and Conditions

1 July 2024

## Eligibility

1. The AGL Velocity Offer is available to new and existing residential AGL customers (also referred to as “you” or “your”) in Victoria, New South Wales, Queensland, South Australia and Western Australia, in areas where AGL operates, who sign-up or switch their home energy to AGL on an Eligible AGL Plan (“**Eligible Customer**”).
2. Eligible Customers must be a member of the Velocity Frequent Flyer Program (referred to as “**Velocity**”) prior to signing-up or switching to an Eligible AGL Plan.
3. During signing-up or switching to an Eligible AGL Plan, 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 your Velocity Membership and eligibility.
4. The AGL Velocity Offer is not available to Eligible Customers who exercise their cooling off rights or who otherwise cancel their Eligible AGL Plan before AGL commences supplying energy to the supply address.
5. The AGL Velocity Offer is not available in conjunction with any other AGL plan or promotional offer (unless otherwise specified) including, but not limited to, the following: The Good Guys, Westpac, Melbourne Victory, West Coast Eagles, St Kilda, AGL Netflix, AGL Solar Savers and AGL employee offers.
6. The AGL Velocity Offer is available until varied or removed by AGL and Velocity (“**Offer Period**”).

## Eligible AGL Plan

7. To be eligible for the AGL Velocity Offer, Eligible Customers with a Supply Address located in:
  - a. **Victoria, New South Wales, Queensland or South Australia**, in areas where AGL operates, must sign-up or switch to the AGL Value Saver plan for:
    - i. Electricity or gas (“**AGL Single Fuel**”); or
    - ii. Electricity and gas (“**AGL Dual Fuel**”);
  - b. **Western Australia**, in areas where AGL operates, must sign-up or switch to the AGL Savers plan for gas,  
(“**Eligible AGL Plan**”).
8. Eligible Customers can only sign-up or switch to an Eligible AGL Plan via the dedicated AGL Velocity Offer Landing Page or by calling 131 245, quoting “Velocity” and providing details of your Velocity Membership as outlined in clause 3.

## AGL Velocity Offer

9. Eligible Customers who sign-up or switch to an Eligible AGL Plan will be eligible to receive the Sign-up Velocity Points described in the “Velocity Points Table” below, based on the AGL Fuel Service under their Eligible AGL Plan (“**AGL Velocity Offer**”):

### Velocity Points Table

Eligible Customers	AGL Fuel Service under Eligible AGL Plan	Sign-Up Velocity Points
New AGL Customers	AGL Single Fuel (electricity)	10,000
	AGL Single Fuel (gas)	5,000
	AGL Dual Fuel (electricity and gas)	15,000
Existing AGL Customers	AGL Single Fuel (electricity or gas)	3,000
	AGL Dual Fuel (electricity and gas)	6,000

10. “**New AGL Customer**” means an Eligible Customer who:

- switches to AGL from another energy retailer for a particular supply address;
- chooses AGL for their energy when moving to a new supply address; or
- is an existing customer of AGL and signs-up to AGL energy at a new property, on an Eligible AGL Plan.

11. “**Existing AGL Customer**” means an Eligible Customer who is an existing customer of AGL at a supply address who switches to an Eligible AGL Plan at the same supply address.

12. Eligible Customers will only receive the Velocity Points described in the Velocity Points Table in respect of each qualifying AGL Single Fuel at their supply address, once in any 12-month period.

13. Maximum limit of 2 (two) supply addresses and 1 (one) qualifying gas and 1 (one) qualifying electricity service supplied by AGL at each of those 2 (two) supply addresses applies per Eligible Customer.

### Additional Anniversary Bonus Velocity Points for New AGL Customers:

14. New AGL Customers who sign-up and stay connected to their Eligible AGL Plan for a consecutive 12-month period will be eligible to receive the Anniversary Bonus Velocity Points described below, for the following AGL Fuel Services:

Eligible Customers	AGL Fuel Service under Eligible AGL Plan	Anniversary Bonus Velocity Points
New AGL Customers	AGL Single Fuel (electricity or gas)	2,500
	AGL Dual Fuel (electricity and gas)	5,000

15. Existing AGL Customers are ineligible to receive Anniversary Bonus Velocity Points unless they connect a second supply address.

16. AGL may vary or remove the AGL Velocity Offer at any time during the Offer Period. In such circumstances, Eligible Customers who switched or signed-up to an Eligible AGL Plan during the Offer Period will continue to receive their Anniversary Bonus Velocity Points provided that all eligibility criteria and terms and conditions are met.
17. This AGL Velocity Offer does not form part of or change your Eligible AGL Plan or applicable rates.
18. The Velocity Points do not have cash value, cannot be converted to cash or refunded.
19. Following an Eligible Customer's successful sign-up or switch to an Eligible AGL Plan, the Sign-up Velocity Points will be allocated within 45 days after AGL commences supplying energy to the supply address. Anniversary Bonus Velocity Points will be allocated within 15 days after the anniversary of your Eligible AGL Plan.
20. Eligible Customer's Velocity membership and Eligible AGL Plan must continue to be active at the date Velocity Points are to be allocated to receive any Velocity Points.
21. 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 Velocity Offer will be forfeited.

## Velocity Membership

22. Your Velocity Membership is governed by a separate agreement between you and Velocity, including but not limited to [Velocity's membership Terms & Conditions](#).
23. 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](#).
24. If for any reason your Velocity Membership number changes, it is your responsibility to ensure that the new number is provided to AGL.

## General

25. AGL and Velocity reserve the right to change these Terms and Conditions or withdraw the AGL Velocity Offer at any time. If applicable, AGL will let you know where the AGL Velocity Offer is changed, by posting revised Terms and Conditions on the AGL website. The revised Terms and Conditions will apply to any AGL Velocity Offer accepted following the variation to the Terms and Conditions.
26. AGL pays Velocity for the Velocity Points you earn when you sign-up to or switch to an Eligible AGL Plan as part of the AGL Velocity Offer.
27. 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.
28. Eligible AGL Plans are solely supplied by AGL and you're required to contact AGL directly for any inquiries or for more information about energy plans. Velocity is not the seller or supplier of the Eligible AGL Plans, is not responsible for the Eligible AGL Plans and Velocity is not authorised to negotiate or sell energy plans on behalf of AGL.

## Privacy

29. AGL collects personal information about you to enable you to redeem the AGL Velocity Offer in accordance with these Terms and Conditions.
30. 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 Velocity Offer, for the purposes listed above and in accordance with AGL's privacy policy available at <http://www.agl.com.au/privacy-policy>. If the personal information requested is not provided, AGL cannot guarantee fulfilment of the AGL Velocity Offer.
31. 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.
32. You can read about how Velocity handle your personal information in Velocity's privacy policy available at <https://www.velocityfrequentflyer.com/member-support/privacy>.