

AGL Electricity Plan Summary.

Prepared for: Condell Rustichelli

Your energy plan AGL Essentials electricity	Account number Your AGL electricity account number is 7833 0446.	Supply address 325 AVENUE RANGE Road REEDY CREEK SA 5275	Your meter identifier NMI 20022285276
Discount and Rewards \$25.00 Upfront Rebate	Energy plan period 12 months Start date: See general terms clause 2.2. End date: First anniversary of start date	Rate type Fixed	Billing frequency Quarterly

How do your new prices compare to the 'benchmark price'?

You can compare your Electricity prices to the Reference Price, which is like a benchmark price. This is to help you more easily compare Electricity plans. Here's a summary of how your plan compares to the Reference Price that's set by the Australian Energy Regulator (AER).

This Essentials plan is 15% less than the current Reference Price. The amount shown includes sign up credits. The estimated annual cost is \$1550.11.

The estimate and Reference Price comparison is based on a residential customer on a Single Rate tariff in the SA Power Networks distribution area who uses 4000 kWh per year. Depending on your usage, your annual cost could be significantly different.

Your electricity rates.

Current rates

As at 8 Jul 2020

Although your electricity Energy Plan rates are fixed, your other fees and charges may vary. See the Market Contract General Terms for details.

Electricity usage	Unit	GST excl.	GST incl.
General Usage	c/kWh	29.49	32.439
Supply charge	c/day	69.13	76.043

Your bills will show the GST exclusive rates and GST will be added to the totals and appear as a separate line item.

Although your Electricity Energy Plan rates are fixed, your other fees and charges may vary. See the Market Contract General Terms for details.

Important things you should know about your Energy Plan.

- Your Energy Plan is subject to the terms of your ongoing Market Contract with us.
- Your rates are specific to your Energy Plan and may differ from AGL's published variable rates and other fixed rates that AGL may offer from time to time. Your rates will not change for the duration of your energy plan period.
- The rates provided are based on your meter type. Should we find that it changes or that the information supplied about it was incorrect, we will contact you with the applicable new rates for your actual meter type.
- When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$25.00. Your \$25.00 electricity account credit is GST inclusive applies only in conjunction with this AGL Energy Plan and is not transferrable.
- Your Market Contract has no fixed term. However, at the end of your Energy Plan Period you will be placed on a new Energy Plan which may include different rates or benefits. We will notify you of any changes no less than 20 Business Days prior to the Energy Plan End Date.
- Your Market Contract starts on the day you accept this offer. Your Energy Plan starts on the day we start supplying you electricity (if you're a new customer) or the day after your Energy Plan Period ended (if you're an existing customer).

Cooling-off Period.

Important Notice to the Consumer. You have a right to cancel this agreement within 10 Business Days from and including the day after you signed or received this agreement. Details about your additional rights to cancel this agreement are set out in the information enclosed with this agreement.

- Your Market Contract is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Market Contract General Terms. During this time you may give us written notice or call us on **131 245** to cancel your Market Contract and Energy Plan for any reason.
- The following applies if you did not contact us to request an Energy Plan. Unless you accept this Energy Plan in relation to a new connection at your Supply Address, or where your Supply Address is currently disconnected and we are arranging reconnection for you, we are prohibited from supplying you with gas or electricity under this Energy Plan for the duration of the 10 Business Day Cooling-off Period.

Other Fees and Charges.

- Fees such as a late payment fee, paper bill fee and other charges relating to reconnecting / disconnecting your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- Payment processing fees may apply where you pay a bill using a payment method that results in us incurring a merchant services fee (including payment by credit or debit card).
- Although your electricity Energy Plan rates are fixed for the Energy Plan Period, we may vary other charges and tariffs applicable under your Energy Plan with notice to you. If we vary our retail fees we will give you at least five business days prior notice of the variation. See the Market Contract General Terms for further details.

Other Important Information.

- Your Energy Plan can be terminated by you or us with 20 business days' written notice.
- If you're vacating your Supply Address, you can cancel your Energy Plan with three business days' notice. We don't charge early termination fees.
- The above charges do not include any concessions which may apply to you.
- To have a pensioner concession applied to your account, you need to contact the Department of Communities and Social Inclusion on **1800 307 758**.
- You must tell us or your Distributor about any life support equipment (as defined in your state's regulatory requirements) at the Supply Address. You need to update your details if they change at any time during the Energy Plan period.
- You can pay by direct debit, credit card, BPAY, PayPal, POSTbillpay, cash or any other way shown on your bill or agreed by us.
- We will issue your energy bill monthly with your agreement or if required by your Energy Plan. Otherwise, we will issue your bill quarterly. Your bill will be sent to your nominated email or postal address.
- After attempting to resolve your complaint, if you are not satisfied with the outcome, you can contact the relevant Energy Ombudsman in your State using the following contact details: Energy Industry Ombudsman SA on **1800 665 565**. For more information, please refer to the AGL Dispute Resolution Policy, available at agl.com.au or on request.
- Please call AGL on **131 245** if any of your details above are incorrect.
- For more information about the terms and conditions of this Offer, including our bill smoothing or direct debit arrangements, please visit agl.com.au or call us on **131 245**.
- If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**.
- If it is agreed that any requirement of your Energy Plan is to be met electronically, we will do so in accordance with your General Terms. You will be recognised as having received the information and be bound by the transaction under the provisions relating to electronic transactions within the relevant legislation and your General Terms.
- Our service standard obligations are specified in your Energy Plan or your State's regulatory requirements. Our service to you will meet all state requirements.

Useful energy service contact details.

Electricity Retailer: AGL South Australia Pty Limited ABN 49 091 105 092

Tel: **131 245**, Fax **1300 660 245**



Hearing impaired (TTY)

133 677 and quote **1300 664 358**



Interpreter services

1300 307 245

AGL energy plan small customer market contract fee schedule.

South Australia – Electricity

Fee Type	GST excl.	GST incl. ¹
Payment processing fee (% of payment made)		
Debit card	0.39%	
Credit card	0.79%	
Debit and credit card via Australia Post channels	0.45%	
Over-the-counter payment fee for payments in person with Post Billpay® at an Australia Post outlet	\$1.82	\$2.00
Paper bill fee - for each bill sent by post ²	\$1.59	\$1.75
Late payment fee ³	\$12.73	n/a
Reconnection fee – on site ⁴ Reconnection fee – remote	Pass Through \$9.98	Pass Through \$10.98
Disconnection fee – on site ⁴ Disconnection fee – remote	Pass Through \$9.98	Pass Through \$10.98
Special meter read fee ⁴	Pass Through	

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 in your area) or Meter Service Provider (who is responsible for the meter).

Effective 1 July 2020. Fees are subject to change.

¹ 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.

² 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 or by calling us.

³ Amount is not subject to GST.

⁴ 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.