

26 April 2012

COL CHAPLINS AUTO REPAIRS
Stanton House
7/63 South Pine Road
BRENDALE QLD 4500

Account name
COL CHAPLINS AUTO
REPAIRS

Account number
4148 4528

Energy Plan
AGL Advantage® 15% + \$150
- Electricity



Welcome to the new AGL Energy Plan for your business.

You've made a great decision to choose an AGL Advantage® 15% + \$150 Energy Plan for your electricity. You can feel good knowing that you're one of thousands of businesses who have joined AGL for hassle free, competitively priced energy for their business.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you have other sites you'd like to bring over to AGL, call us and we can offer you a great deal for all your business needs.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your business as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 15% off usage charges guaranteed for 3 years.*
- > \$150 credit on your first electricity bill.†

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am-6pm, Monday to Friday) to talk to our team of business energy experts.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The one-off credit will be applied to your account when we issue your first electricity bill. See the enclosed offer summary for full details of this Energy Plan.



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your business online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

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- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
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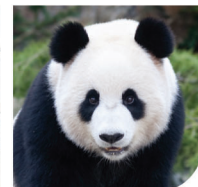
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Your energy plan details.

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Offer
summary.

AGL Electricity Energy Plan for your business

Your account details.

AGL account no: 4148 4528

Account holder: COL CHAPLINS AUTO REPAIRS

ABN/ACN: 25 835 376 389

Mailing address: COL CHAPLINS AUTO REPAIRS Stanton House 7/63 South Pine Road
BRENDALE QLD 4500



Your Energy Plan details.

Energy Plan type: AGL Advantage® 15% + \$150 - Electricity

Billing Frequency: Electricity every 1 month

Energy Plan term: 3 years

Supply Commencement Date: See General Terms clause 2.2

Energy Supply Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 175.00 GST Incl. (157.50 GST Excl.)
- > Within the second 12 months: 125.00 GST Incl. (112.50 GST Excl.)
- > Within the third 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

- > \$150 credit on your first electricity bill
- > 15% Guaranteed Discount

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 Electricity rates.

Electricity usage per month†	Unit	GST excl.	GST incl.
Tariff 20^^	c/kWh	23.19	25.509
Service charge	c/day	47.44	52.184

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

^^Tariff 20 - Business all consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$150. Your \$150 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A discount equal to 15% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to, demand Charges or AGL Green Choice™ Charges.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **133 835** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > Please call AGL on **133 835** 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 **133 835**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au


If you would prefer not to receive marketing material from AGL, please contact AGL on **133 835**

26 April 2012

REDCLIFFE ASSEMBLY MUELLER COLLEGE
PO Box 487
REDCLIFFE QLD 4020



Account name REDCLIFFE ASSEMBLY MUELLER COLLEGE
Account number 4130 8032
Energy Plan AGL Standard Retail Contract - Electricity



Welcome to the new AGL Energy Plan for your business.

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Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > Access to our range of competitively priced energy plans.
- > No Early Termination Fee.
- > Make paying your energy bills easier – sign up for Direct Debit today at AGL Energy Online.

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am-6pm, Monday to Friday) to talk to our team of business energy experts.

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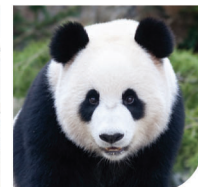
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Your energy plan details.

Please retain the details below for your records.

Offer
summary.

AGL Electricity Energy Plan for your business

Your account details.

AGL account no: 4130 8032
Account holder: REDCLIFFE ASSEMBLY MUELLER COLLEGE
ABN/ACN: 48 011 019 113
Mailing address: REDCLIFFE ASSEMBLY MUELLER COLLEGE PO Box 487 REDCLIFFE QLD 4020



Your Energy Plan details.

Energy Plan type: AGL Standard Retail Contract – Electricity

Billing Frequency: Electricity every 1 month

Energy Plan term: No fixed term

Supply Commencement Date: See General Terms clause 2.2

Your Electricity rates.

Electricity usage per month [†]	Unit	GST excl.	GST incl.
Tariff 20 ^{^^}	c/kWh	23.19	25.509
Service charge	c/day	47.44	52.184

[†]The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

^{^^}Tariff 20 – Business all consumption.

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Other Fees and Charges.

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26 April 2012

Mr John Hunter
36 Del Rio Street
BRAY PARK QLD 4500

Account name

Mr John Hunter

Account number

4130 7075

Energy Plan

AGL Standard Retail Contract
– Electricity



Energy in
action.®

Welcome to your new AGL Energy Plan.

Dear Mr Hunter,

You've made a great decision to choose an AGL Standard Retail Contract Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

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Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

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- > No Early Termination Fee.
- > Make paying your energy bills easier – sign up for Direct Debit today at AGL Energy Online*

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline



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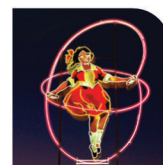
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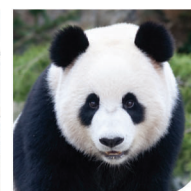
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Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mr John Hunter

Your account details.

AGL account no: 4130 7075
Customer name: Mr John Hunter
Supply address: 36 Del Rio Street BRAY PARK QLD 4500
Mailing address: Mr John Hunter 36 Del Rio Street BRAY PARK QLD 4500

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Standard Retail Contract – Electricity

Billing Frequency: Electricity every 3 months

Energy Plan term: No fixed term

Supply Commencement Date: See General Terms clause 2.2

Your Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11**	c/kWh	20.69	22.759
T31 controlled load^	c/kWh	8.44	9.284
Tariff 31 min charge	c/day	18.21	20.031
Service charge	c/day	26.16	28.776

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Tariff 31 minimum charges apply to cover the cost of maintaining supply when there is little or no consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Other Fees and Charges.

> We may vary any charges under this Energy Plan at any time by giving you written notice.

Other Important Information.

- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
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Useful energy service contact numbers.

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26 April 2012

Jane Greenwood
PO Box 245
JAMESTOWN SA 5491

Account name
Jane Greenwood

Account number
5812 3191

Energy Plan
AGL Select™ 13% –
Electricity



Welcome to your new AGL Energy Plan.

Dear Mrs Greenwood,

You've made a great decision to choose an AGL Select™ 13% Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

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Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales



Great value.

- > 9% off usage charges guaranteed for 2 years.*
- > 4% Pay On Time Discount.†
- > 20% GreenPower.‡

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

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Convenience.

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*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The Pay On Time Discount applies to your for each bill you pay in full on or before the due date. ‡We will source electricity equal to 20% of your consumption from Government accredited GreenPower generators for \$1.80 (GST incl.) per week. See the enclosed offer summary for full details of this Energy Plan.



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Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mrs Jane Greenwood

Your account details.

AGL account no: 5812 3191
Customer name: Mrs Jane Greenwood
Supply address: 386 BELALIE RD JAMESTOWN SA 5491
Mailing address: Jane Greenwood PO Box 245 JAMESTOWN SA 5491

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Select™ 13% - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

- > 9% Guaranteed Discount
- > 4% Pay On Time Discount

Green option:

- > \$1.80 charge (GST Incl.) per week for 20% accredited GreenPower

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Your Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Summer peak*			
First 1200 kWh	c/kWh	26.02	28.622
Next 2800 kWh	c/kWh	28.36	31.196
Next 6000 kWh	c/kWh	32.01	35.211
Next 10000 kWh	c/kWh	34.45	37.895
Thereafter	c/kWh	34.45	37.895
Winter peak			
First 1200 kWh	c/kWh	24.69	27.159
Next 2800 kWh	c/kWh	25.15	27.665
Next 6000 kWh	c/kWh	28.79	31.669
Next 10000 kWh	c/kWh	31.23	34.353

Thereafter	c/kWh	31.23	34.353
Controlled load [^]			
First 8000 kWh	c/kWh	11.94	13.134
Thereafter	c/kWh	12.89	14.179
Service charge	c/day	55.63	61.193

†The kWh values in a usage column above are annual consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the annual threshold by 365 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

[^] Only applicable to customers who have separately metered consumption, for example: storage water heaters or thermal storage space heaters. The hours of application are determined by your Distributor.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A discount equal to 9% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A Pay On Time Discount equal to 4% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > For the duration of your AGL Green Living Plan, we will source electricity equal to 20% of your electricity usage from Government accredited GreenPower generators, and you will be charged a \$1.80 (GST inclusive) weekly Green Living charge.
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > 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.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Electricity Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood SA 5063, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

26 April 2012

Mrs Margaret Grant
10 Magellan Court
BRAY PARK QLD 4500

Account name
Mrs Margaret Grant

Account number
4130 7034

Energy Plan
AGL Advantage® 12% + \$50
- Electricity



Welcome to your new AGL Energy Plan.

Dear Mrs Grant,

You've made a great decision to choose an AGL Advantage® 12% + \$50 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales



Great value.

- > 8% off usage charges guaranteed for 2 years.*
- > 4% Pay On Time Discount.†
- > \$50 credit each year for 2 years.‡
- > \$50 AGL Assist voucher.††
- > 20% GreenPower.‡

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The Pay On Time Discount applies to your for each bill you pay in full on or before the due date. ‡The credit is apportioned across your bills each year for the duration of this Energy Plan. ††See the enclosed voucher for full details. ‡We will source electricity equal to 20% of your consumption from Government accredited GreenPower generators for \$1.80 (GST incl.) per week. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mrs Margaret Grant

Your account details.

AGL account no: 4130 7034
Customer name: Mrs Margaret Grant
Supply address: U2/58-60 Sixth Avenue MAROOCHYDORE QLD 4558
Mailing address: Mrs Margaret Grant 10 Magellan Court BRAY PARK QLD 4500

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Advantage® 12% + \$50 - Electricity

Billing Frequency: Electricity every 3 months

Energy Plan term: 2 years

Supply Commencement Date: See General Terms clause 2.2

Energy Supply Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

- > 8% Guaranteed Discount
- > 4% Pay On Time Discount
- > \$50 credit each year for 2 years

Green option:

- > \$1.80 charge (GST Incl.) per week for 20% accredited GreenPower

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11**	c/kWh	20.70	22.770
Service charge	c/day	25.14	27.654

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

** Tariff 11 - Residential all consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A discount equal to 8% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A Pay On Time Discount equal to 4% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your \$50 credit per year will be applied as a credit amount on each bill, which is calculated as the account credit amount divided by 365 multiplied by the number of days in the billing period.
- > For the duration of your AGL Green Living Plan, we will source electricity equal to 20% of your electricity usage from Government accredited GreenPower generators, and you will be charged a \$1.80 (GST inclusive) weekly Green Living charge.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50 voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase from AGL Assist and use this voucher to get \$50 off. Or use this voucher towards installation, service or repair of heating and cooling systems, cookers or hot water systems including solar. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.
To make an enquiry, book a service or purchase a product from AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop
to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Mrs Margaret Grant - QLD

\$50

***Terms and conditions**

\$50 credit voucher: 1. Issued in Queensland on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Sales (Queensland) Pty Limited ABN 85 121 177 740. Products and services provided by Energy Assist Pty Ltd. 2. Is valid until 26 April 2013. 3. Is valid for use at AGL Assist as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 and will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at the time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. For details on the latest goods and services available through AGL Assist, visit agl.com.au/Assist or call 131 766. To make a purchase or book an AGL Assist service you must call 131 766. To find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

Energy in
action.®



26 April 2012

Mrs R Gallaher
56 Chappel Road
DELANEYS CREEK QLD 4514

Account name

Mrs R Gallaher

Account number

4130 7042

Energy Plan

AGL Select™ 7% + \$100 –
Electricity



Energy in
action.®

Welcome to your new AGL Energy Plan.

Dear Mrs Gallaher,

You've made a great decision to choose an AGL Select™ 7% + \$100 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am–6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 7% off usage charges guaranteed for 3 years.*
- > \$100 credit on your first electricity bill.†

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The one-off credit will be applied to your account when we issue your first electricity bill. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mrs Roberta Gallaher

Your account details.

AGL account no: 4130 7042
Customer name: Mrs Roberta Gallaher
Supply address: 56 Chappel Road DELANEYS CREEK QLD 4514
Mailing address: Mrs R Gallaher 56 Chappel Road DELANEYS CREEK QLD 4514

Offer
summary.



Energy in
action®

Your Energy Plan details.

Energy Plan type: AGL Select™ 7% + \$100 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 3 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 150.00 GST Incl. (135.00 GST Excl.)
- > Within the second 12 months: 100.00 GST Incl. (90.00 GST Excl.)
- > Within the third 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

- > \$100 credit on your first electricity bill
- > 7% Guaranteed Discount

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11**	c/kWh	20.69	22.759
T33 controlled load+	c/kWh	12.43	13.673
Tariff 33 min charge	c/day	18.21	20.031
Feed-in tariff#	c/kWh	52.00	
Service charge	c/day	26.16	28.776

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

QLD government solar feed-in tariff and additional AGL credit.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$100. Your \$100 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A discount equal to 7% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 3 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 3 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

26 April 2012

Nicholas Paradissis
29 Henzel Tce
GREENSLOPES QLD 4120

Account name
Nicholas Paradissis

Account number
4148 4346

Energy Plan
AGL Advantage® 12% + \$150
- Electricity



Welcome to the new AGL Energy Plan for your business.

You've made a great decision to choose an AGL Advantage® 12% + \$150 Energy Plan for your electricity. You can feel good knowing that you're one of thousands of businesses who have joined AGL for hassle free, competitively priced energy for their business.

What's included in this pack?

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What happens next?

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If you have other sites you'd like to bring over to AGL, call us and we can offer you a great deal for all your business needs.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your business as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales



Great value.

- > 12% off usage charges guaranteed for 2 years.*
- > \$150 credit on your first electricity bill.†
- > 100% GreenPower.‡

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am-6pm, Monday to Friday) to talk to our team of business energy experts.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The one-off credit will be applied to your account when we issue your first electricity bill. ‡We will source electricity equal to 100% of your consumption from Government accredited GreenPower generators for \$0.06 (GST incl.) per kWh. See the enclosed offer summary for full details of this Energy Plan.



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.



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Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

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- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your business online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

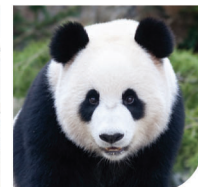
To find out more, visit agl.com.au/sponsorships



Make your business more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for your business

Your account details.

AGL account no: 4148 4346

Account holder: Nicholas Paradissis

ABN/ACN:

Mailing address: Nicholas Paradissis 29 Henzel Tce GREENSLOPES QLD 4120

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Advantage® 12% + \$150 - Electricity

Billing Frequency: Electricity every 1 month

Energy Plan term: 2 years

Supply Commencement Date: See General Terms clause 2.2

Energy Supply Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 175.00 GST Incl. (157.50 GST Excl.)
- > Within the second 12 months: 125.00 GST Incl. (112.50 GST Excl.)

Product Discounts & Rewards.

- > \$150 credit on your first electricity bill
- > 12% Guaranteed Discount

Green option:

- > \$0.06 charge (GST Incl.) per kWh for 100% accredited GreenPower

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 Electricity rates.

Electricity usage per month†	Unit	GST excl.	GST incl.
Tariff 20^^	c/kWh	23.19	25.509
Service charge	c/day	47.44	52.184

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

^^Tariff 20 - Business all consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$150. Your \$150 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A discount equal to 12% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > For the duration of your AGL Green Energy Plan, we will source electricity equal to 100% of your electricity usage from Government accredited GreenPower generators, and you will be charged an additional amount calculated from your electricity consumption and the Green Energy charge of \$0.06 per kWh (GST inclusive).

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **133 835** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at **agl.com.au**
- > Please call AGL on **133 835** 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 **133 835**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **133 835**

5 December 2010

Test ConfirmPack 100
4589 Arundell Square
CHARLTON VIC 3525

Account name
Test ConfirmPack 100

Account number
9002 3714

Energy Plan
AGL Advantage® 12% + \$50
- Electricity



Welcome to your new AGL Energy Plan.

Dear Mr Olsen,

You've made a great decision to choose an AGL Advantage® 12% + \$50 Energy Plan for your electricity.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

We've already taken care of setting you up to receive your bills online. So all you need to do now, if you haven't already, is visit agl.com.au/AGLEnergyOnline to register for AGL Energy Online and sign up for Direct Debit.

Now you've switched to a new plan, you have a 10 Business Day Cooling-off Period during which you may cancel this plan.

Helping you become more energy efficient.

You've already made a positive step towards being efficient by choosing to receive your bills online. To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales



Great value.

- > 8% off usage charges guaranteed for 2 years.*
- > 4% Pay On Time discount.†
- > 4% Direct Debit Discount.~
- > \$50 credit each year for 2 years.‡
- > \$50 AGL Energy Shop voucher.††
- > 20% GreenPower.‡

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The Pay On Time discount applies to your for each bill you pay in full on or before the due date. ~The Direct Debit Discount applies to your Energy usage for each bill that is paid by Direct Debit, and will appear as a separate credit (GST excl) on your bill. ‡The credit is apportioned across your bills each year for the duration of this Energy Plan. ††See the enclosed voucher for full details. ‡We will source electricity equal to 20% of your consumption from Government accredited GreenPower generators for \$1.80 (GST incl.) per week. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

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To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®

AGL

AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mr James Olsen

Your account details.

AGL account no: 9002 3714
Customer name: Mr James Olsen
Supply address: 2/7 HELEN STREET FRANKSTON VIC 3199
Mailing address: Test ConfirmPack 100 4589 Arundell Square CHARLTON VIC 3525

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Advantage® 12% + \$50 - Electricity

Billing Frequency: Electricity every 3 months

Energy Plan term: 2 years

Supply Commencement Date: See General Terms clause 2.2

Energy Supply Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

- > \$50 credit each year for 2 years
- > 8% Guaranteed Discount
- > 4% Pay On Time discount
- > 4% Direct Debit Discount~

Green option:

- > \$1.80 charge (GST Incl.) per week for 20% accredited GreenPower

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Peak	c/kWh	18.47	20.317
Controlled load^	c/kWh	10.42	11.462
Service charge	c/day	51.54	56.694

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > Your \$50 credit per year will be applied as a credit amount on each bill, which is calculated as the account credit amount divided by 365 multiplied by the number of days in the billing period.
- > A discount equal to 8% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A Pay On Time discount equal to 4% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.

- > For the duration of your AGL Green Living Plan, we will source electricity equal to 20% of your electricity usage from Government accredited GreenPower generators, and you will be charged a \$1.80 (GST inclusive) weekly Green Living charge.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Direct Debit Discount.

- > Your Direct Debit Discount will be applied as a separate credit (GST exclusive) on your bill if Direct Debit bill payment method is active on your account at the time a bill is issued.

For as long as you remain on this AGL Energy Plan you are eligible for a Direct Debit Discount, which is equal to 4% of the amount payable for your applicable . The discount does not apply, for example, to , demand charges or AGL Green Choice™ charges.

If you end this AGL Energy Plan for any reason (including accepting a different Energy Plan with AGL or changing your Supply Address), then eligibility for this Direct Debit Discount ceases. If you enter into a new AGL Energy Plan, then eligibility for an alternative Direct Debit Discount will depend on its availability with that Energy Plan.

Direct Debit Agreement terms and conditions are available at agl.com.au.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au
Marketer: CROWN ROOFING VIC PTY LTD, ABN/ACN 12 345 678 987, 57 KINGSTON DRIVE DINGLEY VIC 3172, Tel: 0398659548, Fax: , Email: org@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50 voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$300 or more in one purchase at any AGL Energy Shop and present this voucher to get \$50 off. To use this voucher towards sales, installation, service or repair of heating and cooling systems, cookers or hot water systems including solar, call AGL Assist. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$300 or more in one purchase at any AGL Energy Shop to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Test ConfirmPack 100 - VIC

\$50

*Terms and conditions

\$50 credit voucher: 1. Issued in Victoria on behalf of AGL Sales Pty Limited ABN 88 090 538 337. Products and services undertaken by third party providers trading as AGL Assist on behalf of AGL. Visit agl.com.au/Assist for details. 2. Is valid until 5 December 2011. 3. Is valid for use at participating AGL Energy Shops as part payment for goods and/or services with a value greater than or equal to \$300. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 or will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. To find out the location of your nearest AGL Energy Shop, please call 132 245 or to find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

Energy in
action.®



5 December 2010

Test ConfirmPack 100
4589 Arundell Square
CHARLTON VIC 3525

Account name
Test ConfirmPack 100

Account number
9002 3714

Energy Plan
AGL Select™ 10% - Gas



Welcome to your new AGL Energy Plan.

Dear Mr Olsen,

You've made a great decision to choose an AGL Select™ 10% Energy Plan for your gas.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

We've already taken care of setting you up to receive your bills online. So all you need to do now, if you haven't already, is visit agl.com.au/AGLEnergyOnline to register for AGL Energy Online and sign up for Direct Debit.

Now you've switched to a new plan, you have a 10 Business Day Cooling-off Period during which you may cancel this plan.

Helping you become more energy efficient.

You've already made a positive step towards being efficient by choosing to receive your bills online. To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 10% off usage and supply charges guaranteed for 3 years.*
- > 3% Direct Debit Discount.~
- > \$80 AGL Energy Shop voucher.††

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

††See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

Offer
summary.



Energy in
action.®

AGL Gas Energy Plan for Mr James Olsen

Your account details.

AGL account no: 9002 3714
Customer name: Mr James Olsen
Supply address: 2/7 HELEN STREET FRANKSTON VIC 3199
Mailing address: Test ConfirmPack 100 4589 Arundell Square CHARLTON VIC 3525

Your Energy Plan details.

Energy Plan type:	AGL Select™ 10% - Gas
Billing Frequency:	Gas every 2 months
Fixed Benefit Period:	3 years
Supply Commencement Date:	See General Terms clause 2.2
Fixed Benefit Period End Date:	AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date
Early Termination Fee (subject to Cooling-off Period):	> Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.) > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.) > Within the third 12 months: 25.00 GST Incl. (22.50 GST Excl.)
Product Discounts & Rewards.	> 10% Guaranteed Discount > 3% Direct Debit Discount~

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 Gas rates.

Gas usage per 2 months†	Unit	GST excl.	GST incl.
Peak*			
First 4000 MJ	c/MJ	1.4893	1.63823
Next 8000 MJ	c/MJ	1.3374	1.47114
Thereafter	c/MJ	1.1433	1.25763
Off peak			
First 4000 MJ	c/MJ	1.4754	1.62294
Next 8000 MJ	c/MJ	1.2945	1.42395
Thereafter	c/MJ	1.0881	1.19691
Service charge	c/day	54.18	59.598

†The MJ values in a usage column above are bi-monthly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the bi-monthly threshold by 60 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.
Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A discount equal to 10% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 3 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 3 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Direct Debit Discount.

- > Your Direct Debit Discount will be applied as a separate credit (GST exclusive) on your bill if Direct Debit bill payment method is active on your account at the time a bill is issued.

For as long as you remain on this AGL Energy Plan you are eligible for a Direct Debit Discount, which is equal to 3% of the amount payable for your applicable . The discount does not apply, for example, to demand charges or AGL Green Choice™ charges.

If you end this AGL Energy Plan for any reason (including accepting a different Energy Plan with AGL or changing your Supply Address), then eligibility for this Direct Debit Discount ceases. If you enter into a new AGL Energy Plan, then eligibility for an alternative Direct Debit Discount will depend on its availability with that Energy Plan.

Direct Debit Agreement terms and conditions are available at agl.com.au.

Useful energy service contact numbers.

Gas Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au
Marketer: CROWN ROOFING VIC PTY LTD, ABN/ACN 12 345 678 987, 57 KINGSTON DRIVE DINGLEY VIC 3172, Tel: 0398659548, Fax: , Email: org@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$80 voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$250 or more in one purchase at any AGL Energy Shop and present this voucher to get \$80 off. To use this voucher towards sales, installation, service or repair of heating and cooling systems, cookers or hot water systems including solar, call AGL Assist. This voucher entitles you to \$80 off any work done with AGL Assist. If your service costs less than \$80 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$250 or more in one purchase at any AGL Energy Shop to get \$80 off, or use it towards work done by AGL Assist.*

To the bearer Test ConfirmPack 100 - VIC

\$80

***Terms and conditions**

\$80 credit voucher: 1. Issued in Victoria on behalf of AGL Sales Pty Limited ABN 88 090 538 337. Products and services undertaken by third party providers trading as AGL Assist on behalf of AGL. Visit agl.com.au/Assist for details. 2. Is valid until 5 December 2011. 3. Is valid for use at participating AGL Energy Shops as part payment for goods and/or services with a value greater than or equal to \$250. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$80 or will be accepted once as part payment for products or services greater than \$80. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at time of purchase to be eligible for a \$80 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. To find out the location of your nearest AGL Energy Shop, please call 132 245 or to find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

Energy in
action.®



26 April 2012

Test0340 Bates
LOT70
9/26 Douglas Road
SALISBURY EAST SA 5109

Account name
Test0340 Bates

Account number
5742 5902

Energy Plan
AGL Freedom® 8% -
Electricity



Welcome to your new AGL Energy Plan.

Dear Mr BATES,

You've made a great decision to choose an AGL Freedom® 8% Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan without incurring an Early Termination Fee.

If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

> 8% Pay On Time discount.#

Excellent Service.

> From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

> Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

> You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

#The Pay On Time discount applies to your for each bill you pay in full on or before the due date. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

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Make your home more energy efficient.

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- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®

AGL

AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mr WILLIAM BATES

Your account details.

AGL account no: 5742 5902
Customer name: Mr WILLIAM BATES
Supply address: 9/26 Douglas Road SALISBURY EAST SA 5109
Mailing address: Test0340 Bates LOT70 9/26 Douglas Road SALISBURY EAST SA 5109

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Freedom® 8% - Electricity

Billing Frequency: Electricity every 3 months

Energy Plan term: No fixed term

Supply Commencement Date: See General Terms clause 2.2

Product Discounts & Rewards.

> 8% Pay On Time discount

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Summer peak*			
First 1200 kWh	c/kWh	25.30	27.830
Next 2800 kWh	c/kWh	27.97	30.767
Next 6000 kWh	c/kWh	30.76	33.836
Next 10000 kWh	c/kWh	31.34	34.474
Thereafter	c/kWh	31.34	34.474
Winter peak			
First 1200 kWh	c/kWh	24.82	27.302
Next 2800 kWh	c/kWh	25.08	27.588
Next 6000 kWh	c/kWh	27.83	30.613
Next 10000 kWh	c/kWh	28.41	31.251
Thereafter	c/kWh	28.41	31.251
Feed-in tariff#	c/kWh	52.00	
Service charge	c/day	57.45	63.195

†The kWh values in a usage column above are annual consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the annual threshold by 365 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

SA government solar feed-in tariff and additional AGL credit.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A Pay On Time discount equal to 8% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > 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.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Electricity Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood SA 5063, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

26 April 2012

Test0343 Unterschuetz
PO Box 1368
BONGAREE QLD 4507



Account name
Test0343 Unterschuetz

Account number
6949 1900

Energy Plan
AGL Select™ 0% + \$100 -
Electricity

Welcome to your new AGL Energy Plan.

You've made a great decision to choose an AGL Select™ 0% + \$100 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

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What happens next?

We've already taken care of setting you up to receive your bills online. So all you need to do now, if you haven't already, is visit agl.com.au/AGLEnergyOnline to register for AGL Energy Online and sign up for Direct Debit.

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If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

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To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 0% Pay On Time discount.[#]
- > \$50 AGL Assist voucher.^{††}

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline



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- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

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175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

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Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Peter Unterschuetz

Your account details.

AGL account no: 6949 1900
Customer name: Peter Unterschuetz
Supply address: 102 Cosmos Avenue BANKSIA BEACH QLD 4507
Mailing address: Test0343 Unterschuetz PO Box 1368 BONGAREE QLD 4507

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Select™ 0% + \$100 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 1 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

> Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)

Product Discounts & Rewards.

> 0% Pay On Time discount

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11**	c/kWh	20.69	22.759
T33 controlled load+	c/kWh	12.43	13.673
Tariff 33 min charge	c/day	18.21	20.031
Feed-in tariff#	c/kWh	52.00	
Service charge	c/day	26.16	28.776

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

QLD government solar feed-in tariff and additional AGL credit.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A Pay On Time discount equal to 0% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 1 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 1 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

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AGL



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To make an enquiry, book a service or purchase a product from AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop
to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Test0343 Unterschuetz - QLD

\$50

***Terms and conditions**

\$50 credit voucher: 1. Issued in Queensland on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Sales (Queensland) Pty Limited ABN 85 121 177 740. Products and services provided by Energy Assist Pty Ltd. 2. Is valid until 26 April 2013. 3. Is valid for use at AGL Assist as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 and will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at the time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. For details on the latest goods and services available through AGL Assist, visit agl.com.au/Assist or call 131 766. To make a purchase or book an AGL Assist service you must call 131 766. To find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

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action.®



26 April 2012

Test0346 Youngberry
122 COSMOS AVENUE
BANKSIA BEACH QLD 4507

Account name
Test0346 Youngberry

Account number
9099 7875

Energy Plan
AGL Select™ 0% + \$100 -
Electricity



Welcome to your new AGL Energy Plan.

Dear Mr Youngberry,

You've made a great decision to choose an AGL Select™ 0% + \$100 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

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Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

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- > \$50 AGL Assist voucher.^{††}

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action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mr Garry Youngberry

Your account details.

AGL account no: 9099 7875
Customer name: Mr Garry Youngberry
Supply address: 122 Cosmos Avenue BANKSIA BEACH QLD 4507
Mailing address: Test0346 Youngberry 122 COSMOS AVENUE BANKSIA BEACH QLD 4507

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Select™ 0% + \$100 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 1 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

> Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)

Product Discounts & Rewards.

> 0% Pay On Time discount

Important Notice to the Consumer.

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Your Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11**	c/kWh	20.69	22.759
T31 controlled load^	c/kWh	8.44	9.284
Tariff 31 min charge	c/day	18.21	20.031
Service charge	c/day	26.16	28.776

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Tariff 31 minimum charges apply to cover the cost of maintaining supply when there is little or no consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A Pay On Time discount equal to 0% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 1 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 1 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at **agl.com.au**
- > 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**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

Marketer: Direct Connect, ABN/ACN 20 110 316 973, 15 Shierlaw Avenue, CANTERBURY VIC 3126, Tel: 1300 664 185, Fax: 1300 664 185, Email: connections_dc@directconnect.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50
voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase from AGL Assist and use this voucher to get \$50 off. Or use this voucher towards installation, service or repair of heating and cooling systems, cookers or hot water systems including solar. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.
To make an enquiry, book a service or purchase a product from AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop
to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Test0346 Youngberry - QLD

\$50

***Terms and conditions**

\$50 credit voucher: 1. Issued in Queensland on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Sales (Queensland) Pty Limited ABN 85 121 177 740. Products and services provided by Energy Assist Pty Ltd. 2. Is valid until 26 April 2013. 3. Is valid for use at AGL Assist as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 and will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at the time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. For details on the latest goods and services available through AGL Assist, visit agl.com.au/Assist or call 131 766. To make a purchase or book an AGL Assist service you must call 131 766. To find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

Energy in
action.®



26 April 2012

Test0348 MCDONOUGH
35 GLOUCESTER AVENUE
SALISBURY EAST SA 5109



Account name
Test0348 MCDONOUGH

Account number
2895 6456

Energy Plan
AGL Select™ 8% + \$75 - Gas

Welcome to your new AGL Energy Plan.

Dear Mr MCDONOUGH,

You've made a great decision to choose an AGL Select™ 8% + \$75 Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

We've already taken care of setting you up to receive your bills online. So all you need to do now, if you haven't already, is visit agl.com.au/AGLEnergyOnline to register for AGL Energy Online and sign up for Direct Debit.

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your electricity over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 3% off usage charges guaranteed for 2 years.*
- > 3% Pay On Time discount.#
- > \$50 AGL Bonus every 12 Months.^
- > \$50 AGL Energy Shop voucher.††

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. #The Pay On Time discount applies to your for each bill you pay in full on or before the due date. ^The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. ††See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Gas Energy Plan for Mr Peter MCDONOUGH

Your account details.

AGL account no: 2895 6456
Customer name: Mr Peter MCDONOUGH
Supply address: 35 GLOUCESTER AVENUE SALISBURY EAST SA 5109
Mailing address: Test0348 MCDONOUGH 35 GLOUCESTER AVENUE SALISBURY EAST SA 5109



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Offer
summary.

Your Energy Plan details.

Energy Plan type: AGL Select™ 8% + \$75 - Gas

Billing Frequency: Gas every 3 months

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

- > 3% Pay On Time discount
- > 3% Guaranteed Discount
- > \$50 AGL Bonus every 12 months

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 Gas rates.

Gas usage per quarter†	Unit	GST excl.	GST incl.
Peak			
First 4500 MJ	c/MJ	2.42000	2.662000
Thereafter	c/MJ	1.38000	1.518000
Service charge	c/day	60.49	66.539

†The MJ values in a usage column above are quarterly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the quarterly threshold by 91 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A Pay On Time discount equal to 3% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A discount equal to 3% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$50 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > 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.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Gas Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood, SA 5063, Tel: **131 245**, Fax 1300 660 245,
Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50 voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase at any AGL Energy Shop and present this voucher to get \$50 off. To use this voucher towards sales, installation, service or repair of heating and cooling systems, cookers or hot water systems including solar, call AGL Assist. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.

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AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Test0348 MCDONOUGH - SA

\$50

*Terms and conditions

\$50 credit voucher: 1. Issued in South Australia on behalf of AGL South Australia Pty Limited ABN 49 091 105 092. Issued in New South Wales on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Retail Energy Limited ABN 21 074 839 464. Products and services undertaken by third party providers trading as AGL Assist on behalf of AGL. Visit agl.com.au/Assist for details. 2. Is valid until 26 April 2013. 3. Is valid for use at participating AGL Energy Shops as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 or will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. To find out the location of your nearest AGL Energy Shop, please call 132 245 or to find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

26 April 2012

Test0349 Dyke
3/13 Brewer Street
KALLANGUR QLD 4503

Account name
Test0349 Dyke

Account number
4448 6892

Energy Plan
AGL Select™ 5% + \$50 -
Electricity



Welcome to your new AGL Energy Plan.

Dear Mrs Dyke,

You've made a great decision to choose an AGL Select™ 5% + \$50 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

We've already taken care of setting you up to receive your bills online. So all you need to do now, if you haven't already, is visit agl.com.au/AGLEnergyOnline to register for AGL Energy Online and sign up for Direct Debit.

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 5% off usage charges guaranteed for 2 years.*
- > \$4 Direct Debit Reward.™
- > \$50 AGL Bonus every 12 Months.^
- > \$50 AGL Assist voucher.††

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. ™The Direct Debit Reward is a one-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. ^The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. ††See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mrs Johanna Dyke

Your account details.

AGL account no: 4448 6892
Customer name: Mrs Johanna Dyke
Supply address: U3/13 Brewer Street KALLANGUR QLD 4503
Mailing address: Test0349 Dyke 3/13 Brewer Street KALLANGUR QLD 4503

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Select™ 5% + \$50 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

- > 5% Guaranteed Discount
- > \$50 AGL Bonus every 12 months
- > \$4 Direct Debit Reward

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11**	c/kWh	20.69	22.759
Service charge	c/day	26.16	28.776

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

** Tariff 11 - Residential all consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A discount equal to 5% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$50 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Direct Debit Reward.

- > This Direct Debit Reward is a once-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. You must agree to the Direct Debit Agreement terms and conditions. You must maintain your Direct Debit bill payment arrangement for at least 12 months following the first successful direct debit. If direct debit is deactivated within this time, either by you or by us for any reason specified in your Direct Debit Agreement you will be ineligible for any further once-off Reward for the 12 months following deactivation and agree that we may recover the Reward amount from you.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50
voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase from AGL Assist and use this voucher to get \$50 off. Or use this voucher towards installation, service or repair of heating and cooling systems, cookers or hot water systems including solar. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.
To make an enquiry, book a service or purchase a product from AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop
to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Test0349 Dyke - QLD

\$50

***Terms and conditions**

\$50 credit voucher: 1. Issued in Queensland on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Sales (Queensland) Pty Limited ABN 85 121 177 740. Products and services provided by Energy Assist Pty Ltd. 2. Is valid until 26 April 2013. 3. Is valid for use at AGL Assist as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 and will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at the time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. For details on the latest goods and services available through AGL Assist, visit agl.com.au/Assist or call 131 766. To make a purchase or book an AGL Assist service you must call 131 766. To find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

Energy in
action.®




26 April 2012

Test0350 Administration Pty Ltd
RD Administration Pty Ltd
22A James Street
TOOWOOMBA QLD 4350



Account name
Test0350 Administration Pty Ltd
Account number
4595 2819
Energy Plan
AGL Select™ 16% + \$100 – Gas



Welcome to the new AGL Energy Plan for your business.

You've made a great decision to choose an AGL Select™ 16% + \$100 Energy Plan for your gas. You can feel good knowing that you're one of thousands of businesses who have joined AGL for hassle free, competitively priced energy for their business.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you have other sites you'd like to bring over to AGL, call us and we can offer you a great deal for all your business needs.

Remember, you need to set up Direct Debit to receive your \$3 Direct Debit Reward. Visit agl.com.au/AGLEnergyOnline to sign up today.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your business as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am–6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 16% off usage charges guaranteed for 2 years.*
- > \$3 Direct Debit Reward.™
- > \$100 AGL Bonus every 12 Months.^^

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am–6pm, Monday to Friday) to talk to our team of business energy experts.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. ™The Direct Debit Reward is a one-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. ^^The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your business online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

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Energy in
action.®

AGL

AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

Offer
summary.

AGL Gas Energy Plan for your business

Your account details.

AGL account no: 4595 2819
Account holder: Test0350 Administration Pty Ltd
ABN/ACN: 69 107 018 431
Mailing address: Test0350 Administration Pty Ltd RD Administration Pty Ltd 22A James Street TOOWOOMBA QLD 4350



Your Energy Plan details.

Energy Plan type: AGL Select™ 16% + \$100 - Gas

Billing Frequency: Gas every 1 month

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)
- > Within the second 12 months: 75.00 GST Incl. (67.50 GST Excl.)

Product Discounts & Rewards.

- > 16% Guaranteed Discount
- > \$100 AGL Bonus every 12 months
- > \$3 Direct Debit Reward

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 Gas rates.

Gas usage per month†	Unit	GST excl.	GST incl.
Peak			
First 1700 MJ	c/MJ	1.76700	1.943700
Next 8300 MJ	c/MJ	1.66000	1.826000
Thereafter	c/MJ	1.42700	1.569700
Service charge	c/day	90.61	99.671

†The MJ values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A discount equal to 16% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$100 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **133 835** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > Please call AGL on **133 835** 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 **133 835**.

Direct Debit Reward.

- > This Direct Debit Reward is a once-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. You must agree to the Direct Debit Agreement terms and conditions. You must maintain your Direct Debit bill payment arrangement for at least 12 months following the first successful direct debit. If direct debit is deactivated within this time, either by you or by us for any reason specified in your Direct Debit Agreement you will be ineligible for any further once-off Reward for the 12 months following deactivation and agree that we may recover the Reward amount from you.

Useful energy service contact numbers.

Gas Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **133 835**

26 April 2012

Test0351 Brockman
1 Woodbridge Court
MORAYFIELD QLD 4506



Account name
Test0351 Brockman

Account number
4466 8465

Energy Plan
AGL Advantage® 13% + \$125
- Electricity

Welcome to your new AGL Energy Plan.

Dear Mrs Brockman,

You've made a great decision to choose an AGL Advantage® 13% + \$125 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 13% Pay On Time discount.[#]
- > \$75 credit on your first electricity bill.[†]
- > \$50 AGL Assist voucher.^{††}

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

[#]The Pay On Time discount applies to your for each bill you pay in full on or before the due date. [†]The one-off credit will be applied to your account when we issue your first electricity bill. ^{††}See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



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- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

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175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

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- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

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Make your home more energy efficient.

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To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mrs Alison Brockman

Your account details.

AGL account no: 4466 8465
Customer name: Mrs Alison Brockman
Supply address: 6 Placid Court NARANGBA QLD 4504
Mailing address: Test0351 Brockman 1 Woodbridge Court MORAYFIELD QLD 4506

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Advantage® 13% + \$125 - Electricity

Billing Frequency: Electricity every 3 months

Energy Plan term: 3 years

Supply Commencement Date: See General Terms clause 2.2

Energy Supply Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)
- > Within the second 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the third 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

- > \$75 credit on your first electricity bill
- > 13% Pay On Time discount

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11 **	c/kWh	20.69	22.759
T33 controlled load+	c/kWh	12.43	13.673
Tariff 33 min charge	c/day	18.21	20.031
Service charge	c/day	26.16	28.776

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Tariff 33 minimum charges apply to cover the cost of maintaining supply when there is little or no consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$75. Your \$75 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A Pay On Time discount equal to 13% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

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A welcome gift for you.

\$50
voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase from AGL Assist and use this voucher to get \$50 off. Or use this voucher towards installation, service or repair of heating and cooling systems, cookers or hot water systems including solar. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

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To make an enquiry, book a service or purchase a product from AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

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To the bearer Test0351 Brockman - QLD

\$50

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Energy in
action.®



26 April 2012

Test0352 GARAGE
PO Box 65
WATERVALE SA 5452



Account name
Test0352 GARAGE

Account number
6288 0844

Energy Plan
AGL Select™ 12% + \$140 -
Electricity

Welcome to the new AGL Energy Plan for your business.

You've made a great decision to choose an AGL Select™ 12% + \$140 Energy Plan for your electricity. You can feel good knowing that you're one of thousands of businesses who have joined AGL for hassle free, competitively priced energy for their business.

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Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales



Great value.

- > 12% Pay On Time discount.[#]
- > \$100 AGL Bonus every 12 Months.[^]
- > 100% GreenPower.[‡]

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am-6pm, Monday to Friday) to talk to our team of business energy experts.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

#The Pay On Time discount applies to your for each bill you pay in full on or before the due date. ^The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. ‡We will source electricity equal to 100% of your consumption from Government accredited GreenPower generators for \$0.06 (GST incl.) per kWh. See the enclosed offer summary for full details of this Energy Plan.



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
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- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for your business

Your account details.

AGL account no: 6288 0844

Account holder: Test0352 GARAGE

ABN/ACN:

Mailing address: Test0352 GARAGE PO Box 65 WATERVALE SA 5452

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Select™ 12% + \$140 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 1 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

> Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)

Product Discounts & Rewards.

> 12% Pay On Time discount

> \$100 AGL Bonus every 12 months

Green option:

> \$0.06 charge (GST Incl.) per kWh for 100% accredited GreenPower

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Summer peak*			
First 10000 kWh	c/kWh	28.53	31.383
Next 90000 kWh	c/kWh	30.41	33.451
Next 100000 kWh	c/kWh	31.25	34.375
Thereafter	c/kWh	31.25	34.375
Winter peak			
First 10000 kWh	c/kWh	26.91	29.601
Next 90000 kWh	c/kWh	28.79	31.669
Next 100000 kWh	c/kWh	29.63	32.593
Thereafter	c/kWh	29.63	32.593
Service charge	c/day	54.25	59.675

†The kWh values in a usage column above are annual consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the annual threshold by 365 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

* Summer period applies from 1 January to 31 March inclusive. Winter peak applies all other times.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A Pay On Time discount equal to 12% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$100 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.
- > For the duration of your AGL Green Energy Plan, we will source electricity equal to 100% of your electricity usage from Government accredited GreenPower generators, and you will be charged an additional amount calculated from your electricity consumption and the Green Energy charge of \$0.06 per kWh (GST inclusive).
- > Your Energy Plan has no fixed term. As the end of the 1 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 1 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **133 835** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > Please call AGL on **133 835** 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 **133 835**.

Useful energy service contact numbers.

Electricity Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood SA 5063, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **133 835**

26 April 2012

Test0353 Friends Childcare Centre
PO Box 2124
ELIZABETH PARK SA 5113

Account name

Test0353 Friends Childcare
Centre

Account number

4129 6120

Energy Plan

AGL Select™ 15% - Gas



Energy in
action.®

Welcome to the new AGL Energy Plan for your business.

You've made a great decision to choose an AGL Select™ 15% Energy Plan for your gas. You can feel good knowing that you're one of thousands of businesses who have joined AGL for hassle free, competitively priced energy for their business.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

We've already taken care of setting you up to receive your bills online. So all you need to do now, if you haven't already, is visit agl.com.au/AGLEnergyOnline to register for AGL Energy Online and sign up for Direct Debit.

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you have other sites you'd like to bring over to AGL, call us and we can offer you a great deal for all your business needs.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your business as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 15% off usage charges guaranteed for 2 years.*

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am-6pm, Monday to Friday) to talk to our team of business energy experts.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your business online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your business more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Gas Energy Plan for your business

Your account details.

AGL account no: 4129 6120

Account holder: Test0353 Friends Childcare Centre

ABN/ACN: 59 336 464 122

Mailing address: Test0353 Friends Childcare Centre PO Box 2124 ELIZABETH PARK SA 5113

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Select™ 15% - Gas

Billing Frequency: Gas every 3 months

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

> Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)

> Within the second 12 months: 75.00 GST Incl. (67.50 GST Excl.)

Product Discounts & Rewards.

> 15% Guaranteed Discount

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 Gas rates.

Gas usage per quarter†	Unit	GST excl.	GST incl.
Peak			
First 90000 MJ	c/MJ	1.50700	1.657700
Next 390000 MJ	c/MJ	1.45500	1.600500
Next 1020000 MJ	c/MJ	0.95900	1.054900
Thereafter	c/MJ	0.80800	0.888800
Service charge	c/day	130.54	143.594

†The MJ values in a usage column above are quarterly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the quarterly threshold by 91 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A discount equal to 15% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **133 835** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at **agl.com.au**
- > Please call AGL on **133 835** 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 **133 835**.

Useful energy service contact numbers.

Gas Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood, SA 5063, Tel: **131 245**, Fax 1300 660 245,
Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **133 835**

26 April 2012

Mr Frank Budd
U1 18 Buckby Street
STRATHPINE QLD 4500

Account name

Mr Frank Budd

Account number

4131 6415

Energy Plan

AGL Freedom® 6% + \$50 -
Gas



Energy in
action.®

Welcome to your new AGL Energy Plan.

Dear Mr Budd,

You've made a great decision to choose an AGL Freedom® 6% + \$50 Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan without incurring an Early Termination Fee.

If you'd like to bring your electricity over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 3% Pay On Time discount.[#]
- > \$50 AGL Bonus every 12 Months.[^]

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. [#]The Pay On Time discount applies to your for each bill you pay in full on or before the due date. [^]The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

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Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Gas Energy Plan for Mr Frank Budd

Your account details.

AGL account no: 4131 6415
Customer name: Mr Frank Budd
Supply address: 24 Nightjar Drive UPPER COOMERA QLD 4209
Mailing address: Mr Frank Budd U1 18 Buckby Street STRATHPINE QLD 4500

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Freedom® 6% + \$50 - Gas

Billing Frequency: Gas every 3 months

Energy Plan term: No fixed term

Supply Commencement Date: See General Terms clause 2.2

Product Discounts & Rewards.

- > 3% Pay On Time discount
- > 3% Guaranteed Discount
- > \$50 AGL Bonus every 12 months

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 Gas rates.

Gas usage per quarter†	Unit	GST excl.	GST incl.
Peak			
First 765 MJ	c/MJ	3.28600	3.614600
Next 1530 MJ	c/MJ	2.24600	2.470600
Thereafter	c/MJ	2.08100	2.289100
Service charge	c/day	77.14	84.854

†The MJ values in a usage column above are quarterly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the quarterly threshold by 90 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A Pay On Time discount equal to 3% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A discount equal to 3% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$50 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Gas Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

26 April 2012

GARETH ALDIS
11A ST JOHNS ROW
GLENELG SA 5045

Account name
GARETH ALDIS

Account number
2884 0544

Energy Plan
AGL Freedom® 6% + \$40 -
Gas



Welcome to your new AGL Energy Plan.

Dear Mr ALDIS,

You've made a great decision to choose an AGL Freedom® 6% + \$40 Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan without incurring an Early Termination Fee.

If you'd like to bring your electricity over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

> \$40 AGL Bonus every 12 Months.[^]

Excellent Service.

> From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

> Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

> You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. ^The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

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AGL invests back into the communities in which we live and work.

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- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

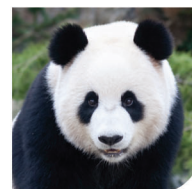
To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

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- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Gas Energy Plan for Mr GARETH ALDIS

Your account details.

AGL account no: 2884 0544
Customer name: Mr GARETH ALDIS
Supply address: 11A ST JOHNS ROW GLENELG SA 5045
Mailing address: GARETH ALDIS 11A ST JOHNS ROW GLENELG SA 5045

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Freedom® 6% + \$40 - Gas

Billing Frequency: Gas every 3 months

Energy Plan term: No fixed term

Supply Commencement Date: See General Terms clause 2.2

Product Discounts & Rewards.

> 6% Guaranteed Discount

> \$40 AGL Bonus every 12 months

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 Gas rates.

Gas usage per quarter†	Unit	GST excl.	GST incl.
Peak			
First 4500 MJ	c/MJ	2.42000	2.662000
Thereafter	c/MJ	1.38000	1.518000
Service charge	c/day	60.49	66.539

†The MJ values in a usage column above are quarterly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the quarterly threshold by 91 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A discount equal to 6% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$40 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.

- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > 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.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at **agl.com.au**
- > 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**.

Useful energy service contact numbers.

Gas Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood, SA 5063, Tel: **131 245**, Fax 1300 660 245,
Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

26 April 2012

JOSEPH MISURACA
3 SPRINGBANK COURT
BULLEEN VIC 3105

Account name
JOSEPH MISURACA

Account number
2359 6679

Energy Plan
AGL Freedom® 7% + \$80 -
Gas



Welcome to your new AGL Energy Plan.

Dear Mr MISURACA,

You've made a great decision to choose an AGL Freedom® 7% + \$80 Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan without incurring an Early Termination Fee.

If you'd like to bring your electricity over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 7% Pay On Time discount.[#]
- > \$80 AGL Bonus every 12 Months.[^]

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

[#]The Pay On Time discount applies to your for each bill you pay in full on or before the due date. [^]The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

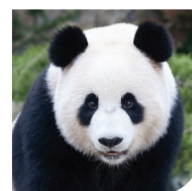
To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

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To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Gas Energy Plan for Mr JOSEPH MISURACA

Your account details.

AGL account no: 2359 6679
Customer name: Mr JOSEPH MISURACA
Supply address: 3 SPRINGBANK COURT BULLEEN VIC 3105
Mailing address: JOSEPH MISURACA 3 SPRINGBANK COURT BULLEEN VIC 3105

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Freedom® 7% + \$80 - Gas

Billing Frequency: Gas every 2 months

Energy Plan term: No fixed term

Supply Commencement Date: See General Terms clause 2.2

Product Discounts & Rewards.

> 7% Pay On Time discount

> \$80 AGL Bonus every 12 months

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 Gas rates.

Gas usage per 2 months†	Unit	GST excl.	GST incl.
Peak*			
First 3000 MJ	c/MJ	1.63000	1.793000
Next 3000 MJ	c/MJ	1.38800	1.526800
Next 3000 MJ	c/MJ	1.07500	1.182500
Next 6000 MJ	c/MJ	0.91000	1.001000
Thereafter	c/MJ	0.80900	0.889900
Off peak			
First 3000 MJ	c/MJ	1.51100	1.662100
Next 3000 MJ	c/MJ	1.29800	1.427800
Next 3000 MJ	c/MJ	1.02700	1.129700
Next 6000 MJ	c/MJ	0.88500	0.973500
Thereafter	c/MJ	0.79300	0.872300
Service charge	c/day	53.47	58.817

†The MJ values in a usage column above are bi-monthly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the bi-monthly threshold by 60 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

* Peak rates apply from 1 May to 31 October inclusive. Off peak rates apply all other times.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A Pay On Time discount equal to 7% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$80 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.

Cooling-off Period.

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- > 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 an account establishment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
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Other Important Information.

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- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
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- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Gas Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

26 April 2012

LEONARD DRAGON
118/36 Hillier Road
HILLIER SA 5116

Account name
LEONARD DRAGON

Account number
6029 4956

Energy Plan
AGL Freedom® 3% + \$30 -
Electricity



Welcome to your new AGL Energy Plan.

Dear Mr DRAGON,

You've made a great decision to choose an AGL Freedom® 3% + \$30 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

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Helping you become more energy efficient.

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Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > \$30 credit on your first electricity bill.[†]

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The one-off credit will be applied to your account when we issue your first electricity bill. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

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Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mr LEONARD DRAGON

Your account details.

AGL account no: 6029 4956
Customer name: Mr LEONARD DRAGON
Supply address: SE118/160 Hillier Road HILLIER SA 5116
Mailing address: LEONARD DRAGON 118/36 Hillier Road HILLIER SA 5116

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Freedom® 3% + \$30 - Electricity

Billing Frequency: Electricity every 3 months

Energy Plan term: No fixed term

Supply Commencement Date: See General Terms clause 2.2

Product Discounts & Rewards.

> \$30 credit on your first electricity bill

> 3% Guaranteed Discount

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Summer peak*			
First 1200 kWh	c/kWh	26.02	28.622
Next 2800 kWh	c/kWh	28.36	31.196
Next 6000 kWh	c/kWh	32.01	35.211
Next 10000 kWh	c/kWh	34.45	37.895
Thereafter	c/kWh	34.45	37.895
Winter peak			
First 1200 kWh	c/kWh	24.69	27.159
Next 2800 kWh	c/kWh	25.15	27.665
Next 6000 kWh	c/kWh	28.79	31.669
Next 10000 kWh	c/kWh	31.23	34.353
Thereafter	c/kWh	31.23	34.353
Service charge	c/day	55.63	61.193

†The kWh values in a usage column above are annual consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the annual threshold by 365 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

* Summer period applies from 1 January to 31 March inclusive. Winter peak applies all other times.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$30. Your \$30 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A discount equal to 3% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.

Cooling-off Period.

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- > 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
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Useful energy service contact numbers.

Electricity Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood SA 5063, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

26 April 2012

Waters Edge on The Bay
John Purchy
3/92 Akonna Street
WYNNUM QLD 4178



Account name
Waters Edge on The Bay

Account number
4527 9072

Energy Plan
AGL Freedom® 9% - Gas

Welcome to your new AGL Energy Plan.

You've made a great decision to choose an AGL Freedom® 9% Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

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You've already made a positive step towards being efficient by choosing to receive your bills online. To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

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Yours sincerely

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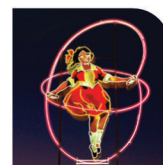
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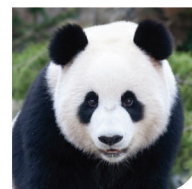
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action.®



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To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

Offer
summary.

AGL Gas Energy Plan for

Your account details.

AGL account no: 4527 9072

Customer name:

Supply address: 92-94 Akonna Street WYNNUM QLD 4178

Mailing address: Waters Edge on The Bay John Purchy 3/92 Akonna Street WYNNUM QLD 4178



Your Energy Plan details.

Energy Plan type: AGL Freedom® 9% - Gas

Billing Frequency: Gas every 3 months

Energy Plan term: No fixed term

Supply Commencement Date: See General Terms clause 2.2

Product Discounts & Rewards.

> 9% Pay On Time discount

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Your Gas rates.

Gas usage per quarter†	Unit	GST excl.	GST incl.
Peak			
First 765 MJ	c/MJ	3.29500	3.624500
Next 1530 MJ	c/MJ	2.24600	2.470600
Thereafter	c/MJ	2.08600	2.294600
Service charge	c/day	77.13	84.843

†The MJ values in a usage column above are quarterly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the quarterly threshold by 90 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

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- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at **agl.com.au**
- > 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**.

Useful energy service contact numbers.

Gas Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

26 April 2012

Meriton Serviced Apartments
Level 11 528 Kent Street
SYDNEY NSW 2000

Account name
Meriton Serviced
Apartments

Account number
4746 4466

Energy Plan
AGL Select™ 5% + \$175 –
Gas



Welcome to your new AGL Energy Plan.

You've made a great decision to choose an AGL Select™ 5% + \$175 Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your electricity over to AGL as well, call us and we can offer you a great deal.

Remember, you need to set up Direct Debit to receive your 2% employee discount. Simply visit agl.com.au/AGLEnergyOnline to sign up today.

Helping you become more energy efficient.

You've already made a positive step towards being efficient by choosing to receive your bills online. To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am–6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 5% Pay On Time discount.[#]
- > 2% Direct Debit Discount.[~]
- > \$150 credit on your first gas bill.[†]
- > \$50 AGL Energy Shop voucher.^{††}

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

#The Pay On Time discount applies to your for each bill you pay in full on or before the due date. ~The Direct Debit Discount applies to your Energy usage for each bill that is paid by Direct Debit, and will appear as a separate credit (GST excl.) on your bill. †The one-off credit will be applied to your account when we issue your first gas bill. ††See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Gas Energy Plan for

Your account details.

AGL account no: 4746 4466

Customer name:

Supply address: 915/180 George Street PARRAMATTA NSW 2150

Mailing address: Meriton Serviced Apartments Level 11 528 Kent Street SYDNEY NSW 2000

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Select™ 5% + \$175 - Gas

Billing Frequency: Gas every 3 months

Fixed Benefit Period: 3 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

> Within the first 12 months: 150.00 GST Incl. (135.00 GST Excl.)

> Within the second 12 months: 100.00 GST Incl. (90.00 GST Excl.)

> Within the third 12 months: 50.00 GST Incl. (45.00 GST Excl.)

Product Discounts & Rewards.

> \$150 credit on your first gas bill

> 5% Pay On Time discount

> 2% Direct Debit Discount~

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 Gas rates.

Gas usage per quarter†	Unit	GST excl.	GST incl.
Peak			
First 15000 MJ	c/MJ	2.49100	2.740100
Next 18000 MJ	c/MJ	1.49900	1.648900
Next 69000 MJ	c/MJ	1.47800	1.625800
Next 900000 MJ	c/MJ	1.46500	1.611500
Next 4002000 MJ	c/MJ	1.38400	1.522400
Thereafter	c/MJ	1.25200	1.377200
Service charge	c/day	43.18	47.498

†The MJ values in a usage column above are annual consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the annual threshold by 365 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first gas bill, we will credit your gas account with a one-off credit of \$150. Your \$150 gas account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A Pay On Time discount equal to 5% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 3 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 3 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Direct Debit Discount.

- > Your Direct Debit Discount will be applied as a separate credit (GST exclusive) on your bill if Direct Debit bill payment method is active on your account at the time a bill is issued.

For as long as you remain on this AGL Energy Plan you are eligible for a Direct Debit Discount, which is equal to 2% of the amount payable for your applicable . The discount does not apply, for example, to , demand charges or AGL Green Choice™ charges.

If you end this AGL Energy Plan for any reason (including accepting a different Energy Plan with AGL or changing your Supply Address), then eligibility for this Direct Debit Discount ceases. If you enter into a new AGL Energy Plan, then eligibility for an alternative Direct Debit Discount will depend on its availability with that Energy Plan.

Direct Debit Agreement terms and conditions are available at agl.com.au.

Useful energy service contact numbers.

Gas Retailer: AGL Retail Energy Limited, ABN 21 074 839 464, 101 Miller Street, North Sydney NSW 2065, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50
voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase at any AGL Energy Shop and present this voucher to get \$50 off. To use this voucher towards sales, installation, service or repair of heating and cooling systems, cookers or hot water systems including solar, call AGL Assist. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Meriton Serviced Apartments – NSW

\$50

*Terms and conditions


\$50 credit voucher: 1. Issued in South Australia on behalf of AGL South Australia Pty Limited ABN 49 091 105 092. Issued in New South Wales on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Retail Energy Limited ABN 21 074 839 464. Products and services undertaken by third party providers trading as AGL Assist on behalf of AGL. Visit agl.com.au/Assist for details. 2. Is valid until 26 April 2013. 3. Is valid for use at participating AGL Energy Shops as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 or will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. To find out the location of your nearest AGL Energy Shop, please call 132 245 or to find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

26 April 2012

Krystal Cardona
1/190 Belle Air Drive
BELLMERE QLD 4510



Account name Krystal Cardona
Account number 6561 3341
Energy Plan AGL Advantage® 0% + \$150 - Electricity



Welcome to your new AGL Energy Plan.

Dear Miss Cardona,

You've made a great decision to choose an AGL Advantage® 0% + \$150 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

We've already taken care of setting you up to receive your bills online. So all you need to do now, if you haven't already, is visit agl.com.au/AGLEnergyOnline to register for AGL Energy Online and sign up for Direct Debit.

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

You've already made a positive step towards being efficient by choosing to receive your bills online. To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 0% off usage charges guaranteed for 2 years.*
- > \$50 AGL Assist voucher.††

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. ††See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®

AGL

AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Miss Krystal Cardona

Your account details.

AGL account no: 6561 3341
Customer name: Miss Krystal Cardona
Supply address: 1/190 Belle Air Drive BELLMERE QLD 4510
Mailing address: Krystal Cardona 1/190 Belle Air Drive BELLMERE QLD 4510

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Advantage® 0% + \$150 - Electricity

Billing Frequency: Electricity every 3 months

Energy Plan term: 2 years

Supply Commencement Date: See General Terms clause 2.2

Energy Supply Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 150.00 GST Incl. (135.00 GST Excl.)
- > Within the second 12 months: 100.00 GST Incl. (90.00 GST Excl.)

Product Discounts & Rewards.

- > 0% Guaranteed Discount

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11**	c/kWh	20.69	22.759
T31 controlled load^	c/kWh	8.44	9.284
Tariff 31 min charge	c/day	18.21	20.031
Service charge	c/day	26.16	28.776

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Tariff 31 minimum charges apply to cover the cost of maintaining supply when there is little or no consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A discount equal to 0% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at **agl.com.au**
- > 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**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50
voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase from AGL Assist and use this voucher to get \$50 off. Or use this voucher towards installation, service or repair of heating and cooling systems, cookers or hot water systems including solar. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.
To make an enquiry, book a service or purchase a product from AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop
to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Krystal Cardona - QLD

\$50

***Terms and conditions**

\$50 credit voucher: 1. Issued in Queensland on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Sales (Queensland) Pty Limited ABN 85 121 177 740. Products and services provided by Energy Assist Pty Ltd. 2. Is valid until 26 April 2013. 3. Is valid for use at AGL Assist as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 and will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at the time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. For details on the latest goods and services available through AGL Assist, visit agl.com.au/Assist or call 131 766. To make a purchase or book an AGL Assist service you must call 131 766. To find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

Energy in
action.®




26 April 2012

HIGH TECH DIESEL INJECTIONS
1/418 Churchill Road
KILBURN SA 5084



Account name HIGH TECH DIESEL INJECTIONS
Account number 5742 0952
Energy Plan AGL Select™ 7% + \$100 - Electricity



Welcome to the new AGL Energy Plan for your business.

You've made a great decision to choose an AGL Select™ 7% + \$100 Energy Plan for your electricity. You can feel good knowing that you're one of thousands of businesses who have joined AGL for hassle free, competitively priced energy for their business.

What's included in this pack?

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What happens next?

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You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you have other sites you'd like to bring over to AGL, call us and we can offer you a great deal for all your business needs.

Remember, you need to set up Direct Debit to receive your \$4 Direct Debit Reward. Visit agl.com.au/AGLEnergyOnline to sign up today.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your business as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 2% off usage charges guaranteed for 2 years.*
- > 2% Pay On Time discount.#
- > \$4 Direct Debit Reward.≈
- > \$50 AGL Bonus every 12 Months.^
- > \$50 credit on your first electricity bill.†

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am-6pm, Monday to Friday) to talk to our team of business energy experts.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. #The Pay On Time discount applies to your for each bill you pay in full on or before the due date. ≈The Direct Debit Reward is a one-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. ^The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. †The one-off credit will be applied to your account when we issue your first electricity bill. See the enclosed offer summary for full details of this Energy Plan.



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Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
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- > And there's also our hydroelectric power station at Bogong in Victoria.

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175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your business online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

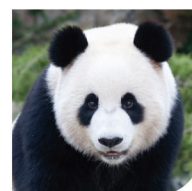
To find out more, visit agl.com.au/sponsorships



Make your business more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for your business

Your account details.

AGL account no: 5742 0952

Account holder: HIGH TECH DIESEL INJECTIONS

ABN/ACN: 97 082 632 335

Mailing address: HIGH TECH DIESEL INJECTIONS 1/418 Churchill Road KILBURN SA 5084

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Select™ 7% + \$100 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

> Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)

> Within the second 12 months: 75.00 GST Incl. (67.50 GST Excl.)

Product Discounts & Rewards.

> \$50 credit on your first electricity bill

> 2% Pay On Time discount

> 2% Guaranteed Discount

> \$50 AGL Bonus every 12 months

> \$4 Direct Debit Reward

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Summer peak*			
First 10000 kWh	c/kWh	28.04	30.844
Next 90000 kWh	c/kWh	28.71	31.581
Next 100000 kWh	c/kWh	28.93	31.823
Thereafter	c/kWh	28.93	31.823
Winter peak			
First 10000 kWh	c/kWh	27.19	29.909
Next 90000 kWh	c/kWh	27.88	30.668
Next 100000 kWh	c/kWh	28.10	30.910
Thereafter	c/kWh	28.10	30.910

Service charge	c/day	56.70	62.370
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†The kWh values in a usage column above are annual consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the annual threshold by 365 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

* Summer period applies from 1 January to 31 March inclusive. Winter peak applies all other times.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$50. Your \$50 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A Pay On Time discount equal to 2% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A discount equal to 2% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$50 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **133 835** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > Please call AGL on **133 835** 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 **133 835**.

Direct Debit Reward.

- > This Direct Debit Reward is a once-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. You must agree to the Direct Debit Agreement terms and conditions. You must maintain your Direct Debit bill payment arrangement for at least 12 months following the first successful direct debit. If direct debit is deactivated within this time, either by you or by us for any reason specified in your Direct Debit Agreement you will be ineligible for any further once-off Reward for the 12 months following deactivation and agree that we may recover the Reward amount from you.

Useful energy service contact numbers.

Electricity Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood SA 5063, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **133 835**

26 April 2012

Sally Walsh-McEWen
14 Alexandra Street
PROSPECT SA 5082

Account name
Sally Walsh-McEWen

Account number
9231 9425

Energy Plan
AGL Select™ 9% + \$75 - Gas



Welcome to your new AGL Energy Plan.

Dear Mrs Walsh-McEWen,

You've made a great decision to choose an AGL Select™ 9% + \$75 Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your electricity over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 3% off usage charges guaranteed for 3 years.*
- > 3% Pay On Time discount.#
- > \$50 credit on your first gas bill.†
- > \$50 AGL Energy Shop voucher.††

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. #The Pay On Time discount applies to your for each bill you pay in full on or before the due date. †The one-off credit will be applied to your account when we issue your first gas bill. ††See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®

AGL

AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Gas Energy Plan for Mrs Sally Walsh-McEWen

Your account details.

AGL account no: 9231 9425
Customer name: Mrs Sally Walsh-McEWen
Supply address: 14 ALEXANDRA STREET PROSPECT SA 5082
Mailing address: Sally Walsh-McEWen 14 Alexandra Street PROSPECT SA 5082

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Select™ 9% + \$75 - Gas

Billing Frequency: Gas every 3 months

Fixed Benefit Period: 3 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.)
- > Within the third 12 months: 25.00 GST Incl. (22.50 GST Excl.)

Product Discounts & Rewards.

- > \$50 credit on your first gas bill
- > 3% Pay On Time discount
- > 3% Guaranteed Discount

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 Gas rates.

Gas usage per quarter†	Unit	GST excl.	GST incl.
Peak			
First 4500 MJ	c/MJ	2.42000	2.662000
Thereafter	c/MJ	1.38000	1.518000
Service charge	c/day	60.49	66.539

†The MJ values in a usage column above are quarterly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the quarterly threshold by 91 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first gas bill, we will credit your gas account with a one-off credit of \$50. Your \$50 gas account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A Pay On Time discount equal to 3% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A discount equal to 3% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 3 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 3 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > 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.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Gas Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood, SA 5063, Tel: **131 245**, Fax 1300 660 245, Email: customer.service@agl.com.au

Marketer: Direct Connect, ABN/ACN 20 110 316 973, 15 Shierlaw Avenue, CANTERBURY VIC 3126, Tel: 1300 664 185, Fax: 1300 664 185, Email: connections_dc@directconnect.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50
voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase at any AGL Energy Shop and present this voucher to get \$50 off. To use this voucher towards sales, installation, service or repair of heating and cooling systems, cookers or hot water systems including solar, call AGL Assist. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop
to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Sally Walsh-McEWen - SA

\$50

Account number: 9231 9425

Expiry date: 26 April 2013

*Terms and conditions

\$50 credit voucher: 1. Issued in South Australia on behalf of AGL South Australia Pty Limited ABN 49 091 105 092. Issued in New South Wales on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Retail Energy Limited ABN 21 074 839 464. Products and services undertaken by third party providers trading as AGL Assist on behalf of AGL. Visit agl.com.au/Assist for details. 2. Is valid until 26 April 2013. 3. Is valid for use at participating AGL Energy Shops as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 or will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. To find out the location of your nearest AGL Energy Shop, please call 132 245 or to find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

26 April 2012


MR H + MRS R MUELLER
22 Claire Street
RIDGEHAVEN SA 5097



Account name
MR H + MRS R MUELLER

Account number
5791 3097

Energy Plan
AGL Select™ 7% + \$100 –
Electricity

 **Energy in
action.®**

Welcome to the new AGL Energy Plan for your business.

You've made a great decision to choose an AGL Select™ 7% + \$100 Energy Plan for your electricity. You can feel good knowing that you're one of thousands of businesses who have joined AGL for hassle free, competitively priced energy for their business.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you have other sites you'd like to bring over to AGL, call us and we can offer you a great deal for all your business needs.

Remember, you need to set up Direct Debit to receive your \$4 Direct Debit Reward. Visit agl.com.au/AGLEnergyOnline to sign up today.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your business as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am–6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales



Great value.

- > 2% off usage charges guaranteed for 2 years.*
- > 2% Pay On Time discount.†
- > \$4 Direct Debit Reward.‡
- > \$50 AGL Bonus every 12 Months.⁴
- > \$50 credit on your first electricity bill.⁵
- > 100% GreenPower.⁶

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am–6pm, Monday to Friday) to talk to our team of business energy experts.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The Pay On Time discount applies to your for each bill you pay in full on or before the due date. ‡The Direct Debit Reward is a one-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. ⁴The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. ⁵The one-off credit will be applied to your account when we issue your first electricity bill. ⁶We will source electricity equal to 100% of your consumption from Government accredited GreenPower generators for \$0.06 (GST incl.) per kWh. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your business online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

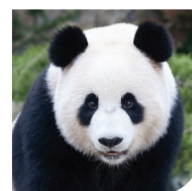
To find out more, visit agl.com.au/sponsorships



Make your business more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



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action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for your business

Your account details.

AGL account no: 5791 3097

Account holder: MR H + MRS R MUELLER

ABN/ACN:

Mailing address: MR H + MRS R MUELLER 22 Claire Street RIDGEHAVEN SA 5097

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Select™ 7% + \$100 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

> Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)

> Within the second 12 months: 75.00 GST Incl. (67.50 GST Excl.)

Product Discounts & Rewards.

> \$50 credit on your first electricity bill

> 2% Pay On Time discount

> 2% Guaranteed Discount

> \$50 AGL Bonus every 12 months

> \$4 Direct Debit Reward

Green option:

> \$0.06 charge (GST Incl.) per kWh for 100% accredited GreenPower

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Summer peak*			
First 10000 kWh	c/kWh	28.04	30.844
Next 90000 kWh	c/kWh	28.71	31.581
Next 100000 kWh	c/kWh	28.93	31.823
Thereafter	c/kWh	28.93	31.823
Winter peak			
First 10000 kWh	c/kWh	27.19	29.909
Next 90000 kWh	c/kWh	27.88	30.668
Next 100000 kWh	c/kWh	28.10	30.910

Thereafter	c/kWh	28.10	30.910
Service charge	c/day	56.70	62.370

†The kWh values in a usage column above are annual consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the annual threshold by 365 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

* Summer period applies from 1 January to 31 March inclusive. Winter peak applies all other times.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$50. Your \$50 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A Pay On Time discount equal to 2% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A discount equal to 2% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your AGL Bonus of \$50 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.
- > For the duration of your AGL Green Energy Plan, we will source electricity equal to 100% of your electricity usage from Government accredited GreenPower generators, and you will be charged an additional amount calculated from your electricity consumption and the Green Energy charge of \$0.06 per kWh (GST inclusive).
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **133 835** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > Please call AGL on **133 835** 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 **133 835**.

Direct Debit Reward.

- > This Direct Debit Reward is a once-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. You must agree to the Direct Debit Agreement terms and conditions. You must maintain your Direct Debit bill payment arrangement for at least 12 months following the first successful direct debit. If direct debit is deactivated within this time, either by you or by us for any reason specified in your Direct Debit Agreement you will be ineligible for any further once-off Reward for the 12 months following deactivation and agree that we may recover the Reward amount from you.

Useful energy service contact numbers.

Electricity Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood SA 5063, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au


If you would prefer not to receive marketing material from AGL, please contact AGL on **133 835**

26 April 2012

GEORGE PENDRY
36 HILLIER PARK
HILLIER SA 5116



Account name GEORGE PENDRY
Account number 5844 6709
Energy Plan AGL Select™ 10% + \$60 - Electricity



Welcome to your new AGL Energy Plan.

Dear Mr PENDRY,

You've made a great decision to choose an AGL Select™ 10% + \$60 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

Remember, you need to set up Direct Debit to receive your \$3 Direct Debit Reward. Visit agl.com.au/AGLEnergyOnline to sign up today.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 4% off usage charges guaranteed for 3 years.*
- > 4% Pay On Time discount. #
- > \$3 Direct Debit Reward. =
- > \$50 AGL Energy Shop voucher. ++

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. #The Pay On Time discount applies to your for each bill you pay in full on or before the due date. =The Direct Debit Reward is a one-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. ++See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®

AGL

AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mr GEORGE PENDRY

Your account details.

AGL account no: 5844 6709
Customer name: Mr GEORGE PENDRY
Supply address: SE211/160 Hillier Road HILLIER SA 5116
Mailing address: GEORGE PENDRY 36 HILLIER PARK HILLIER SA 5116

Offer
summary.



Energy in
action.®

Your Energy Plan details.

Energy Plan type: AGL Select™ 10% + \$60 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 3 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.)
- > Within the third 12 months: 25.00 GST Incl. (22.50 GST Excl.)

Product Discounts & Rewards.

- > 4% Pay On Time discount
- > 4% Guaranteed Discount
- > \$3 Direct Debit Reward

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Summer peak*			
First 1200 kWh	c/kWh	26.02	28.622
Next 2800 kWh	c/kWh	28.36	31.196
Next 6000 kWh	c/kWh	32.01	35.211
Next 10000 kWh	c/kWh	34.45	37.895
Thereafter	c/kWh	34.45	37.895
Winter peak			
First 1200 kWh	c/kWh	24.69	27.159
Next 2800 kWh	c/kWh	25.15	27.665
Next 6000 kWh	c/kWh	28.79	31.669
Next 10000 kWh	c/kWh	31.23	34.353

Thereafter	c/kWh	31.23	34.353
Controlled load [^]			
First 8000 kWh	c/kWh	11.94	13.134
Thereafter	c/kWh	12.89	14.179
Service charge	c/day	55.63	61.193

†The kWh values in a usage column above are annual consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the annual threshold by 365 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

[^] Only applicable to customers who have separately metered consumption, for example: storage water heaters or thermal storage space heaters. The hours of application are determined by your Distributor.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > A Pay On Time discount equal to 4% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A discount equal to 4% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 3 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 3 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > 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.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Direct Debit Reward.

- > This Direct Debit Reward is a once-off credit which will appear on your first bill following activation of Direct Debit bill payment arrangement. You must agree to the Direct Debit Agreement terms and conditions. You must maintain your Direct Debit bill payment arrangement for at least 12 months following the first successful direct debit. If direct debit is deactivated within this time, either by you or by us for any reason specified in your Direct Debit Agreement you will be ineligible for any further once-off Reward for the 12 months following deactivation and agree that we may recover the Reward amount from you.

Useful energy service contact numbers.

Electricity Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood SA 5063, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50 voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase at any AGL Energy Shop and present this voucher to get \$50 off. To use this voucher towards sales, installation, service or repair of heating and cooling systems, cookers or hot water systems including solar, call AGL Assist. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit agl.com.au/Energy-Shops or call 132 245. Or for AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop
to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer GEORGE PENDRY - SA

\$50

Account number: 5844 6709

Expiry date: 26 April 2013

*Terms and conditions

\$50 credit voucher: 1. Issued in South Australia on behalf of AGL South Australia Pty Limited ABN 49 091 105 092. Issued in New South Wales on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Retail Energy Limited ABN 21 074 839 464. Products and services undertaken by third party providers trading as AGL Assist on behalf of AGL. Visit agl.com.au/Assist for details. 2. Is valid until 26 April 2013. 3. Is valid for use at participating AGL Energy Shops as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 or will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. To find out the location of your nearest AGL Energy Shop, please call 132 245 or to find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

26 April 2012

Mrs Elisa Spatuzza
6 Walu Street
BRACKEN RIDGE QLD 4017

Account name
Mrs Elisa Spatuzza

Account number
4190 0754

Energy Plan
AGL Select™ 13% + \$100 -
Electricity



Welcome to the new AGL Energy Plan for your business.

You've made a great decision to choose an AGL Select™ 13% + \$100 Energy Plan for your electricity. You can feel good knowing that you're one of thousands of businesses who have joined AGL for hassle free, competitively priced energy for their business.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you have other sites you'd like to bring over to AGL, call us and we can offer you a great deal for all your business needs.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your business as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **133 835** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 13% Pay On Time discount.[#]
- > \$100 credit on your first electricity bill.[†]

Excellent Service.

- > Call our dedicated business hotline 133 835 (8am-6pm, Monday to Friday) to talk to our team of business energy experts.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

[#]The Pay On Time discount applies to your for each bill you pay in full on or before the due date. [†]The one-off credit will be applied to your account when we issue your first electricity bill. See the enclosed offer summary for full details of this Energy Plan.



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your business online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your business more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

Offer
summary.

AGL Electricity Energy Plan for your business

Your account details.

AGL account no: 4190 0754

Account holder: Mrs Elisa Spatuzza

ABN/ACN:

Mailing address: Mrs Elisa Spatuzza 6 Walu Street BRACKEN RIDGE QLD 4017



Your Energy Plan details.

Energy Plan type: AGL Select™ 13% + \$100 - Electricity

Billing Frequency: Electricity every 1 month

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

> Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)

> Within the second 12 months: 75.00 GST Incl. (67.50 GST Excl.)

Product Discounts & Rewards.

> \$100 credit on your first electricity bill

> 13% Pay On Time discount

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 Electricity rates.

Electricity usage per month†	Unit	GST excl.	GST incl.
Tariff 20^^	c/kWh	23.19	25.509
Service charge	c/day	47.44	52.184

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

^^Tariff 20 – Business all consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$100. Your \$100 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A Pay On Time discount equal to 13% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **133 835** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

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- > Please call AGL on **133 835** 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 **133 835**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **133 835**

26 April 2012

Peter Lyn Van Niekerk
7 Sands Avenue
NOOSAVILLE QLD 4566



Account name
Peter Lyn Van Niekerk

Account number
4523 8128

Energy Plan
AGL Select™ 0% + \$125 -
Electricity

Welcome to your new AGL Energy Plan.

Dear Mrs Van Niekerk,

You've made a great decision to choose an AGL Select™ 0% + \$125 Energy Plan for your electricity. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

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If you'd like to bring your gas over to AGL as well, call us and we can offer you a great deal.

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To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > \$50 AGL Bonus every 12 Months.[^]
- > \$50 credit on your first electricity bill.[†]
- > \$50 AGL Assist voucher.^{††}

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

[^]The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. [†]The one-off credit will be applied to your account when we issue your first electricity bill. ^{††}See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

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- > And there's also our hydroelectric power station at Bogong in Victoria.

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175 years of looking forward.

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- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

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- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®

AGL

AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Electricity Energy Plan for Mrs Peter Lyn Van Niekerk

Your account details.

AGL account no: 4523 8128
Customer name: Mrs Peter Lyn Van Niekerk
Supply address: 7 Sands Avenue NOOSAVILLE QLD 4566
Mailing address: Peter Lyn Van Niekerk 7 Sands Avenue NOOSAVILLE QLD 4566

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Select™ 0% + \$125 - Electricity

Billing Frequency: Electricity every 3 months

Fixed Benefit Period: 2 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 100.00 GST Incl. (90.00 GST Excl.)
- > Within the second 12 months: 75.00 GST Incl. (67.50 GST Excl.)

Product Discounts & Rewards.

- > \$50 credit on your first electricity bill
- > \$50 AGL Bonus every 12 months

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 Electricity rates.

Electricity usage per quarter†	Unit	GST excl.	GST incl.
Tariff 11**	c/kWh	20.69	22.759
T31 controlled load^	c/kWh	8.44	9.284
Tariff 31 min charge	c/day	18.21	20.031
Service charge	c/day	26.16	28.776

†The kWh values in a usage column above are consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the threshold by and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Tariff 31 minimum charges apply to cover the cost of maintaining supply when there is little or no consumption.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first electricity bill, we will credit your electricity account with a one-off credit of \$50. Your \$50 electricity account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > Your AGL Bonus of \$50 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.
- > Your Energy Plan has no fixed term. As the end of the 2 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 2 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Electricity Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50
voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase from AGL Assist and use this voucher to get \$50 off. Or use this voucher towards installation, service or repair of heating and cooling systems, cookers or hot water systems including solar. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.
To make an enquiry, book a service or purchase a product from AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop
to get \$50 off, or use it towards work done by AGL Assist.*

To the bearer Peter Lyn Van Niekerk - QLD

\$50

Account number: 4523 8128

Expiry date: 26 April 2013

***Terms and conditions**

\$50 credit voucher: 1. Issued in Queensland on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Sales (Queensland) Pty Limited ABN 85 121 177 740. Products and services provided by Energy Assist Pty Ltd. 2. Is valid until 26 April 2013. 3. Is valid for use at AGL Assist as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 and will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at the time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. For details on the latest goods and services available through AGL Assist, visit agl.com.au/Assist or call 131 766. To make a purchase or book an AGL Assist service you must call 131 766. To find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

Energy in
action.®



26 April 2012

Linh Sun
U 3 1072 Heatherton Road
NOBLE PARK VIC 3174

Account name

Linh Sun

Account number

9682 4032

Energy Plan

AGL Advantage® 10% + \$125
- Gas



Energy in
action.®

Welcome to your new AGL Energy Plan.

Dear Mr Sun,

You've made a great decision to choose an AGL Advantage® 10% + \$125 Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your electricity over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 4% off usage charges guaranteed for 3 years.*
- > 4% Pay On Time discount.†
- > \$75 credit on your first gas bill.†
- > \$60 AGL Energy Shop voucher.††

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. †The Pay On Time discount applies to your for each bill you pay in full on or before the due date. ‡The one-off credit will be applied to your account when we issue your first gas bill. ††See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



Investing in a sustainable energy future.

Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

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- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
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AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

Offer
summary.



Energy in
action.®

AGL Gas Energy Plan for Mr Linh Sun

Your account details.

AGL account no: 9682 4032
Customer name: Mr Linh Sun
Supply address: 1072 HEATHERTON ROAD NOBLE PARK VIC 3174
Mailing address: Linh Sun U 3 1072 Heatherton Road NOBLE PARK VIC 3174

Your Energy Plan details.

Energy Plan type:	AGL Advantage® 10% + \$125 - Gas
Billing Frequency:	Gas every 2 months
Energy Plan term:	3 years
Supply Commencement Date:	See General Terms clause 2.2
Energy Supply Period End Date:	AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date
Early Termination Fee (subject to Cooling-off Period):	
> Within the first 12 months:	150.00 GST Incl. (135.00 GST Excl.)
> Within the second 12 months:	100.00 GST Incl. (90.00 GST Excl.)
> Within the third 12 months:	50.00 GST Incl. (45.00 GST Excl.)
Product Discounts & Rewards.	
> \$75 credit on your first gas bill	
> 4% Pay On Time discount	
> 4% Guaranteed Discount	

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 Gas rates.

Gas usage per 2 monthst	Unit	GST excl.	GST incl.
Peak*			
First 3000 MJ	c/MJ	1.56600	1.722600
Next 3000 MJ	c/MJ	1.36800	1.504800
Next 3000 MJ	c/MJ	1.17600	1.293600
Next 6000 MJ	c/MJ	1.12800	1.240800
Thereafter	c/MJ	1.06700	1.173700
Off peak			
First 3000 MJ	c/MJ	1.44000	1.584000
Next 3000 MJ	c/MJ	1.28100	1.409100
Next 3000 MJ	c/MJ	1.12000	1.232000
Next 6000 MJ	c/MJ	1.09700	1.206700

Thereafter	c/MJ	1.03800	1.141800
Service charge	c/day	45.35	49.885

†The MJ values in a usage column above are bi-monthly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the bi-monthly threshold by 60 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

* Peak rates apply from 1 May to 31 October inclusive. Off peak rates apply all other times.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first gas bill, we will credit your gas account with a one-off credit of \$75. Your \$75 gas account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A Pay On Time discount equal to 4% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A discount equal to 4% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > The above charges do not include any concessions which may apply to you.
- > To discuss concessions that may be applicable in relation to your account, please contact AGL on **131 245**.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Methods include: cash, direct debit, BPAY, credit card and POSTbillpay.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Gas Retailer: AGL Sales Pty Limited, ABN 88 090 538 337, 120 Spencer St, Melbourne VIC 3000, Tel: **131 245**, Fax: 1300 660 245, Email: customer.service@agl.com.au

Marketer: CPM, ABN/ACN 60 063 244 824, Ground Floor, 155 Cremorne Street RICHMOND VIC 3121, Tel: 03 9211 2300, Fax: 03 9211 2302, Email: agl@cpm-aus.com

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$60
voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase at any AGL Energy Shop and present this voucher to get \$60 off. To use this voucher towards sales, installation, service or repair of heating and cooling systems, cookers or hot water systems including solar, call AGL Assist. This voucher entitles you to \$60 off any work done with AGL Assist. If your service costs less than \$60 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.

Energy in
action®

AGL

Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop to get \$60 off, or use it towards work done by AGL Assist.*

To the bearer Linh Sun - VIC

\$60

***Terms and conditions**

\$60 credit voucher: 1. Issued in Victoria on behalf of AGL Sales Pty Limited ABN 88 090 538 337. Products and services undertaken by third party providers trading as AGL Assist on behalf of AGL. Visit agl.com.au/Assist for details. 2. Is valid until 26 April 2013. 3. Is valid for use at participating AGL Energy Shops as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (e.g. hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$60 or will be accepted once as part payment for products or services greater than \$60. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at time of purchase to be eligible for a \$60 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. To find out the location of your nearest AGL Energy Shop, please call 132 245 or to find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.

Energy in
action.®



26 April 2012

CARRIE-ANN SPRINGETT
15 Thames Crescent
SALISBURY EAST SA 5109

Account name
CARRIE-ANN SPRINGETT

Account number
2621 9980

Energy Plan
AGL Select™ 8% + \$75 - Gas



Welcome to your new AGL Energy Plan.

Dear Mrs SPRINGETT,

You've made a great decision to choose an AGL Select™ 8% + \$75 Energy Plan for your gas. You can feel good knowing that you've joined over three million account holders who have also chosen AGL for hassle free, competitively priced energy for their home.

What's included in this pack?

You'll find a snapshot of your Energy Plan features on the right and in this pack we've also included more information about AGL and your Energy Plan, including your rates, and terms and conditions to keep for future reference.

What happens next?

We've already taken care of setting you up to receive your bills online. So all you need to do now, if you haven't already, is visit agl.com.au/AGLEnergyOnline to register for AGL Energy Online and sign up for Direct Debit.

Your transfer to AGL will be complete after your meter is next read. This could take up to three months, but we'll send you confirmation once this has happened.

You also have a 10 Business Day Cooling-off Period during which you may cancel this plan.

If you'd like to bring your electricity over to AGL as well, call us and we can offer you a great deal.

Helping you become more energy efficient.

To make saving energy easier, we've created an online resource to help you reduce your energy usage, because when you're saving energy you're saving money. You'll find everything from practical advice to detailed checklists to help make your home as energy efficient as possible at agl.com.au/SmarterLivingCentre

Thank you for choosing AGL. If you have any questions or need further information, please visit our website at agl.com.au or call us on **131 245** (8am-6pm, Monday to Friday) and we'll be happy to help.

Yours sincerely

Mark Brownfield
General Manager Marketing & Retail Sales

Great value.

- > 3% off usage charges guaranteed for 3 years.*
- > 3% Pay On Time discount.#
- > \$30 AGL Bonus every 12 Months.^
- > \$25 credit on your first gas bill.†
- > \$50 AGL Energy Shop voucher.††

Excellent Service.

- > From great ways to save energy and money on your energy bills, to arranging reliable electricians and more, we're always here to help.

Fair deals.

- > Our Movers Guarantee, Fair Pricing and Fair Contracting Promises ensure you'll always get a fair deal from AGL.

Convenience.

- > You can manage your energy account online 24/7, just like internet banking, sign up today at agl.com.au/AGLEnergyOnline

*The discount applies to your Energy and will appear as a separate credit (GST excl) on your bills. #The Pay On Time discount applies to your for each bill you pay in full on or before the due date. ^The AGL Bonus will be applied as a credit amount every 12 Months months and will appear on your next bill after the credit is applied. †The one-off credit will be applied to your account when we issue your first gas bill. ††See the enclosed voucher for full details. See the enclosed offer summary for full details of this Energy Plan.



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Since lighting the first street lamp in Australia in 1841, we've been at the forefront of delivering energy with great service and value. But we don't just sell energy, we generate it too.

- > We've invested over \$3 billion in renewable energy since 2005.
- > We've built and operate two wind farms in South Australia.
- > And there's also our hydroelectric power station at Bogong in Victoria.

To find out more, visit agl.com.au/sustainability



175 years of looking forward.

- > Over the last 175 years, we've gained a hard-earned reputation for reliability and leadership.
- > We are looking forward to honouring this heritage by helping our customers save energy and money by becoming more energy efficient.

Our customers come first at AGL.

- > We provide our customers with a complete service. If you need a certified electrician or plumber call AGL Assist on **131 766**.
- > You can even purchase energy efficient appliances for your home online at agl.com.au/SmarterLiving
- > To help you manage your energy account online, 24/7, we've created AGL Energy Online. You can set up or change your payment options, view your previous bills and lots more at agl.com.au/AGLEnergyOnline

Giving back to the community.

AGL invests back into the communities in which we live and work.

- > In south east Queensland, we are the proud principal sponsor of the AGL Action Rescue Helicopter
- > In Victoria, we have restored and solar powered the famous Skipping Girl Vinegar neon sign
- > In South Australia, we have donated a solar power system to the Giant Pandas Exhibit.

To find out more, visit agl.com.au/sponsorships



Make your home more energy efficient.

- > Save on your energy usage with AGL Smarter Living – an online resource to help make a big difference on your bills.
- > You'll find practical advice, checklists, energy efficient products and more.

To find out more, visit agl.com.au/SmarterLiving



Energy in
action.®



AGL for service, savings and the community.

To find out more about AGL's service, savings and work in the community, just visit agl.com.au

Your energy plan details.

Please retain the details below for your records.

AGL Gas Energy Plan for Mrs CARRIE-ANN SPRINGETT

Your account details.

AGL account no: 2621 9980
Customer name: Mrs CARRIE-ANN SPRINGETT
Supply address: 15 THAMES CRESCENT SALISBURY EAST SA 5109
Mailing address: CARRIE-ANN SPRINGETT 15 Thames Crescent SALISBURY EAST SA 5109

Offer
summary.



Your Energy Plan details.

Energy Plan type: AGL Select™ 8% + \$75 - Gas

Billing Frequency: Gas every 3 months

Fixed Benefit Period: 3 years

Supply Commencement Date: See General Terms clause 2.2

Fixed Benefit Period End Date: AGLCON_FM_FixedBenefitPeriodEndDate anniversary of the Supply Commencement Date

Early Termination Fee (subject to Cooling-off Period):

- > Within the first 12 months: 75.00 GST Incl. (67.50 GST Excl.)
- > Within the second 12 months: 50.00 GST Incl. (45.00 GST Excl.)
- > Within the third 12 months: 25.00 GST Incl. (22.50 GST Excl.)

Product Discounts & Rewards.

- > \$25 credit on your first gas bill
- > 3% Pay On Time discount
- > 3% Guaranteed Discount
- > \$30 AGL Bonus every 12 months

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 Gas rates.

Gas usage per quarter†	Unit	GST excl.	GST incl.
Peak			
First 4500 MJ	c/MJ	2.42000	2.662000
Thereafter	c/MJ	1.38000	1.518000
Service charge	c/day	60.49	66.539

†The MJ values in a usage column above are quarterly consumption thresholds up to which the stated price may apply. Billing period consumption thresholds for the stated price are calculated by dividing the quarterly threshold by 91 and multiplying by the number of days in the billing period. Unused amount for each billing period consumption threshold are not carried forward.

Your bills will show the GST exclusive rates and GST will be added to the totals. See your terms and conditions for how your charges may vary.

Important things you should know about your Energy Plan.

- > When we issue your first gas bill, we will credit your gas account with a one-off credit of \$25. Your \$25 gas account credit applies only in conjunction with this AGL Energy Plan and is not transferrable.
- > A Pay On Time discount equal to 3% of the amount payable on each bill for your applicable applies as part of this Energy Plan when you pay your bill in full on or before the due date. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.
- > A discount equal to 3% of the amount payable for your applicable applies as part of this Energy Plan and will appear as a separate credit (GST exclusive) on your bills. The discount does not apply to , demand Charges or AGL Green Choice™ Charges.

- > Your AGL Bonus of \$30 will be applied as a credit amount every 12 months and will appear on your next bill after the credit is applied. Your AGL Bonus applies only in conjunction with this Energy Plan and is not transferrable.
- > Your Energy Plan has no fixed term. As the end of the 3 year Fixed Benefit Period your Energy Plan, including all applicable discounts and account credits, will continue for a further 3 year Fixed Benefit Period, unless we contact you otherwise or your Energy Plan is otherwise terminated.

Cooling-off Period.

- > This Energy Plan is subject to a 10 Business Day Cooling-off Period from the date on which you receive your welcome pack containing the Disclosure Statement and Energy Plan General Terms. During this time you may give us written notice or call us on **131 245** to cancel your 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 an account establishment fee, late payment fee, dishonoured payment fee or payment processing fee, and other charges relating to your Meter or Supply Address may apply under this Energy Plan. See the Fee Schedule and General Terms.
- > A payment processing fee 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).
- > We may vary your rates, charges and the terms of this Energy Plan at any time by writing to you.

Other Important Information.

- > This Energy Plan may be terminated by you or us by giving 20 Business Days written notice (Early Termination Fee may apply).
- > 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.
- > If you or a member of your household rely on a life support machine please contact AGL on **131 245**.
- > Your Payment Method is direct debit only.
- > AGL has a Dispute Resolution Policy which includes contact details for your State Ombudsman and is available on request or at agl.com.au
- > 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**.

Useful energy service contact numbers.

Gas Retailer: AGL South Australia Pty Limited, ABN 49 091 105 092, 226 Greenhill Road, Eastwood, SA 5063, Tel: **131 245**, Fax 1300 660 245, Email: customer.service@agl.com.au

If you would prefer not to receive marketing material from AGL, please contact AGL on **131 245**

A welcome gift for you.

\$50 voucher.

AGL



Welcome to AGL. We like our customers to feel special.
So here's a welcome voucher to get you saving straight away.*

Got your eye on a barbie? A new air conditioner? Or a more energy efficient hot water system? Just spend \$ or more in one purchase at any AGL Energy Shop and present this voucher to get \$50 off. To use this voucher towards sales, installation, service or repair of heating and cooling systems, cookers or hot water systems including solar, call AGL Assist. This voucher entitles you to \$50 off any work done with AGL Assist. If your service costs less than \$50 this voucher will be accepted as full payment.

To find your nearest AGL Energy Shop visit [agl.com.au/Energy Shops](http://agl.com.au/Energy-Shops) or call 132 245. Or for AGL Assist, call 131 766.

Energy in
action®

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Present this voucher to receive your discount.

Just spend \$ or more in one purchase at any AGL Energy Shop to get \$50 off, or use it towards work done by AGL Assist.*

\$50

To the bearer CARRIE-ANN SPRINGETT - SA

*Terms and conditions

\$50 credit voucher: 1. Issued in South Australia on behalf of AGL South Australia Pty Limited ABN 49 091 105 092. Issued in New South Wales on behalf of AGL Sales Pty Limited ABN 88 090 538 337 and AGL Retail Energy Limited ABN 21 074 839 464. Products and services undertaken by third party providers trading as AGL Assist on behalf of AGL. Visit agl.com.au/Assist for details. 2. Is valid until 26 April 2013. 3. Is valid for use at participating AGL Energy Shops as part payment for goods and/or services with a value greater than or equal to \$. 4. Subject to availability, is valid for any service from AGL Assist (hot water system repair and replacement, gas appliance repair and installation, household electrical services and home safety checks), will be accepted once as full payment for products or services with a value equal to or less than \$50 or will be accepted once as part payment for products or services greater than \$50. AGL Assist services are only available in metropolitan areas. 5. Cannot be used in conjunction with any other offer (including another discount voucher) or towards the purchase of sale items. 6. Is valid for cash or credit card sales only. 7. Cannot be redeemed for cash. 8. Cannot be used towards energy account payments. 9. Is non-transferable and non-refundable. 10. Must be presented at time of purchase to be eligible for a \$50 credit. 11. Will be invalid if altered or tampered with in any way. 12. All amounts stated include GST. 13. To find out the location of your nearest AGL Energy Shop, please call 132 245 or to find out if AGL Assist Services are available in your area, please call 131 766. AGL reserves the right to alter the conditions at any time and is not liable for lost or stolen vouchers.