

Guaranteed service levels for AGL customers in the Australian Capital Territory

If you're in the ACT, we aim to meet the following guaranteed services levels. If we do not meet the GSL, you will qualify for a rebate as outlined.

Customer connection times

When you sign up for AGL energy, we must connect you in these timeframes if:

- your supply address is physically connected to the electricity or gas network; and
- you're eligible to receive energy.

Request time	Connection time	Rebate if GSL not met
Before 2 pm on a business day	On the same day	\$60 per day up to a maximum of \$300
At or after 2 pm on a business day	By the end of the next business day	
Any time on a non-business day	By the end of the next business day	
Other	On an agreed day	

Other service levels and rebates

Service	Action	Rebate if GSL not met
Wrongful disconnection	We guarantee that we won't disconnect you if we're not entitled to under regulations.	\$100
Responding to complaints	If you make a complaint, we'll acknowledge it immediately or as soon as practicable, and respond within 20 business days.	\$20
Notice of planned interruption to energy supply	<p>If work is planned such as maintenance, meter replacements or work to infrastructure that interrupts your energy supply we'll:</p> <ul style="list-style-type: none"> • give you at least 4 business days' notice (unless otherwise agreed) • let you know the time, date and duration of the work along with the reason for the interruption • provide a contact number. 	\$50



What happens if we fail to meet a guaranteed service level?

We'll monitor our performance against the GSLs. If we don't meet a GSL, we will pay you the relevant rebate as soon as practicable. You don't need to contact us to apply for the rebate, but if you have any queries, you can contact us by calling 131 245.