

New South Wales and Australian Capital Territory

AGL Energy Plan

Standard Retail Contract Fee Schedule



Other fees and charges relating to your meter or supply address may apply under this Standard Retail Contract. See the AGL Standard Retail Contract terms and conditions and this Fee Schedule for when these and other fees apply. We will advise you of any Pass Through amount or unlisted fees at the time you make a relevant request. For example, when we arrange on your behalf for a service to be performed by the Distributor (who is responsible for the electricity poles and wires, and gas pipes in your area) or Meter Service Provider (who is responsible for the meter).

If you have any questions about fees, chat with us online at [agl.com.au](https://www.agl.com.au) or call us anytime on **131 245** (residential) or **133 835** (business).

Electricity

Fee Type	GST excl.	GST incl. ¹
Payment processing fee (% of payment made)		
Mastercard debit card		0.30%
Visa debit card		0.14%
Mastercard credit card		0.78%
Visa credit card		0.65%
Debit and credit card via Australia Post channels		0.49%
Late payment fee ²	\$12.00	n/a
Reconnection fee – on site ³	Pass Through	Pass Through
Reconnection fee – remote	\$4.54	\$5.00
Disconnection fee – on site ³	Pass Through	Pass Through
Disconnection fee – remote	\$4.54	\$5.00
Special meter read fee ³	Pass Through	

Effective 1 January 2024. Fees are subject to change.

¹The GST inclusive price assumes a GST rate of 10%. If this rate changes, the GST inclusive price will be adjusted to reflect that change.

²Amount is not subject to GST. Late payment fees are charged on a 'per bill' basis.

³Your Distributor or Meter Service Provider charges this fee and we pass it through to you. Depending on the meter type at your property, your Meter Service Provider may be able to perform this service remotely or may need to send an operator to your property to perform this service in person.

Gas

Fee Type	GST excl.	GST incl. ¹
Payment processing fee (% of payment made)		
Mastercard debit card		0.30%
Visa debit card		0.14%
Mastercard credit card		0.78%
Visa credit card		0.65%
Debit and credit card via Australia Post channels		0.49%
Late payment fee ²	\$12.00	n/a
Reconnection fee ³	Pass Through	
Disconnection fee ³	Pass Through	
Special meter read fee ³	Pass Through	

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¹The GST inclusive price assumes a GST rate of 10%. If this rate changes, the GST inclusive price will be adjusted to reflect that change.

²Amount is not subject to GST. Late payment fees are charged on a 'per bill' basis.

³Your Distributor charges this fee and we pass it through to you.