



Queensland Competition Authority
Level 27, 145 Ann Street
BRISBANE QLD 3000

AGL – COMPLIANCE REPORT – SECTION 22A(4) OF THE NATIONAL ENERGY RETAIL LAW (QUEENSLAND) ACT 2014

AGL reports to the Queensland Competition Authority (QCA) that it contravened Section 22A(4) of the National Energy Retail Law (Queensland) Act 2014, which prohibits the imposition of late payment fees for Queensland electricity customers on a Standard Retail Contract.

Between 21 January 2015 and 5 August 2020, some Queensland residential and small business electricity standing offer customers who had failed to pay a bill by the due date during were charged a fee of up to \$12.73, exclusive of GST. The application of late payment fees was a result of a once-off system upgrade and unintentionally affected 24,430 AGL customers.

AGL has fully cooperated with the regulator while a comprehensive internal investigation was carried out. AGL took immediate steps to develop and implement a fix to cease the application of late payment fees for this customer cohort.

AGL undertakes to use its best endeavours to refund all late payment fees charged to affected customers. AGL will continue to cooperate with the QCA until the fees are refunded to its current and former customers, either directly through AGL, or the unclaimed money process after the prescribed holding period lapses. AGL will monitor the refund process for affected customers and will continue to report to the QCA for a period of no less than two years. AGL apologises for the error and assures the QCA, its customers and the public that it takes its compliance obligations extremely seriously. AGL is committed to ensuring that it regularly reviews its approach to fees, where required, to promote compliance with all applicable rules, laws, and guidelines. AGL will also undertake periodic reviews to monitor that late payment fee charges are not applied where doing so would be restricted.

If you are a current or former AGL customer and have been contacted by AGL or believe you may have been affected, please go to agl.com.au/qldlpf for more information. Alternatively, contact AGL directly on 131 245 and a trained agent will assist you further.