



AGL Energy

Late Payment Fee Progress Report

Reporting Period: 2 November 2020 – 30 November 2020

#	Indicator	Total Customers	Outcome
1	Active AGL customers who were credited late payment fees.	12,399 active AGL customers were provided with an account credit.	\$451,249.79 total account credits were applied.
2	Former AGL customers who sought a direct refund of late payment fees charged.	12,031 former AGL customers were provided with an account credit.	1021 former AGL customers have sought a direct refund, for a total amount of \$37,551.85
3	Periodic review to monitor that that late payment fees are not charged to small electricity customers in Queensland on a Standard Retail Contract	As of 30 September 2020, AGL had a total of 48,602 small electricity standing offer customers in Queensland (reported in our FY21Q1 AER performance report).	No late payment fees were charged to small electricity standing offer customers in Queensland during the reporting period.