



AGL Energy

Late Payment Fee Progress Report – 1 July to 30 September 2021

#	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.	Up to 30 September 2021, 2525 former AGL customers have received a direct refund, for a total amount of \$84,908.84
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 2021, AGL had a total of 56,972 small electricity standing offer customers in Queensland (reported in our FY22Q1 AER performance report).	No late payment fees were charged to small electricity standing offer customers in Queensland during the reporting period.