

This information is available at the following link: <https://www.agl.com.au/coronavirus/customer-support-program?cidi=A10523>

COVID-19 Customer Support Program

Supporting Australians through uncertainty

Energy is an essential service for all Australians. And now more than ever, we want to reassure customers that we'll keep the lights on.

This is why we are implementing the COVID-19 Customer Support Program, providing direct relief to AGL residential and small and medium business customers who aren't able to pay their bill because they have lost their job or business, or their health has been impacted.

For those under financial stress, we have extended payment terms and will suspend disconnections for customers on the program until 31 July 2020.

Eligible residential and small to medium business customers may choose to apply for one of the following payment assistance options.

- Option A: Defer my payments until 31 July 2020
Customers can continue to receive bills to help them understand their usage and account balance, but they do not need to make payments until 31 July 2020 and will not be at risk of disconnection within this period.
- Option B: Monthly instalment plan
Customers can sign up to a payment plan consisting of monthly instalments for their energy bills up to 31 July 2020.

Once you receive your bill apply using the form below.

Apply for the COVID-19 Customer Support Program

AGL account number

Address

Phone number

Email address

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Please select the option you'd like to apply for:

- Option A: Defer all payments until 31 July 2020
- Option B: Pay monthly instalments up to 31 July 2020. You can choose your first instalment date up to 1 month from today.

Instalment amount you can afford at this time

I have read and agree to the Terms & Conditions detailed below.

SUBMIT

Terms & Conditions

1. I confirm that I am the authorised account holder and/or have authority to make this request on behalf of the account holder.
2. I confirm that I/we have experienced financial hardship as a result of the COVID-19 pandemic.
3. The COVID-19 Customer Support Program does not apply to residential customers on existing hardship program arrangements. Refer to guidelines for available support for residential customers on hardship assistance programs, including plan reviews. AGL's existing hardship programs remain available to residential customers only.
4. You will still continue to receive your bills as per normal - please ignore any due dates that are payable before 31 July 2020.
5. If you are on direct debit, you will need to contact us by telephone on 13 12 45 to make necessary changes.
6. Any assistance offered under Option A or Option B will conclude on 31 July 2020 at which point your overdue balance will become due and payable – you should then contact us as soon as possible to discuss any ongoing payment support options we may be able to offer you.
7. If you wish to see what other payment support options are available to you, please visit the following link
 - i. Residential customers in NSW, QLD, SA or WA are able to access AGL's [Staying Connected](#) program.

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- ii. For residential customers in VIC, support is available as part of our [Payment Support Victoria](#) program.
- 8. You agree that AGL may update your contact details using the information supplied above in accordance with our Privacy Policy.
- 9. AGL reserves the right to withdraw the above assistance prior to 31 July 2020 at its discretion.

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