

# DISCLOSURE STATEMENT: QUEENSLAND

This Disclosure Statement is provided to you in accordance with the Electricity Industry Code and/or Gas Industry Code (as applicable).

Terms not defined in this Disclosure Statement have the meaning given to them in our Terms and Conditions.

**(a) Our name and address for service**

Australian Power and Gas Pty Limited ABN 26 118 609 813  
Level 9, 341 George Street, Sydney NSW 2000

**(b) Our contact details**

Postal address: GPO Box 217, Melbourne VIC 3001  
Fax number: 1300 799 141  
Email address: [enquiries@australianpowerandgas.com.au](mailto:enquiries@australianpowerandgas.com.au)

**(c) Your Energy Contract Commencement Date**

Your Energy Contract commences on the earlier of:  
(i) the date that will be notified to you in writing; and  
(ii) the date we start supplying you with energy.

**(d) Prices, charges and tariffs**

These details are set out in the Pricing Fact Sheet (including Offer Summary) and Terms and Conditions.

**(e) Changes to prices, charges and tariffs**

If any of these details change, we will notify you as soon as practicable and, in any event, no later than your next Energy Account and any revised amounts will be payable to us.

**(f) Other costs associated with entering into your Energy Contract**

Other costs, including any meter reading charges, are set out in the Price Fact Sheet (Offer Summary).

**(g) Billing**

We will send your Energy Account to you at your postal address at least once every three months.

**(h) Payment methods**

We offer a wide range of payment methods, including by internet, phone, direct debit, in person and mail as set out in your Energy Offer Form and Offer Pack.

**(i) Cancellation fees for fixed term contracts**

If you are on a fixed term contract and you terminate your contract prior to its expiry date, you may be charged an early termination or cancellation fee. A cancellation fee of \$33 (including GST) applies to our 50% greentricity or 100% greentricity fixed term plans.

**(j) Charges which may apply if you breach your Energy Contract**

If you breach your Energy Contract, you may be liable for certain fees and charges as set out in your Price Fact Sheet (Offer Summary) and Terms and Conditions. Such charges include the following:

- (i) Late payment fee: If you do not pay your Energy Account by the due date and we have not agreed an alternative payment arrangement with you (e.g. instalment plan):
  - A. if you make your payment within 30 days of the due date, you may be charged a late fee as set out in your Price Fact Sheet (Offer Summary); or
  - B. if you make your payment on or after 30 days of the due date, you will be charged interest at the Default Rate (as defined in the Terms and Conditions) calculated daily until the date of payment and capitalised on the first business day of each month. The minimum interest charge is \$10.
- (ii) Debt recovery fee: If you do not pay your Energy Account, we may require you to pay our costs for recovering the outstanding amount from you, including debt collection fees.

**(k) Dispute resolution options**

We're committed to responding quickly and accurately to your enquiries and complaints, so here's how you can help us to give you the best possible service:

- (i) You should make us aware of any issues by calling our customer service team on 133 298, anytime from 8am to 7pm on weekdays or from 9am to 4pm on Saturdays. You can also contact us:
  - Email: [complaints@australianpowerandgas.com.au](mailto:complaints@australianpowerandgas.com.au)
  - Fax: (02) 8908 2701
  - Mail: Australian Power & Gas, Complaints & Feedback, Locked Bag 5004, Royal Exchange NSW 1225
- (ii) When you contact us by phone, we'll try to resolve your complaint upfront. Otherwise, we'll contact you within two business days of receiving your complaint and advise you on how we intend to resolve your complaint as soon as possible or within 10 business days.
- (iii) When we respond to your complaint, we will ask you to provide us with any feedback within 10 business days. If we don't hear back from you within this time, we'll assume your complaint was resolved satisfactorily.
- (iv) If, however, you remain dissatisfied with our response to your complaint, you may wish to escalate your complaint in one of the following ways. Be sure you have a record of steps (i) to (iii) as you will be asked about these.
  - A. Contact our CEO:
    - Email: [ceo@australianpowerandgas.com.au](mailto:ceo@australianpowerandgas.com.au)
    - Mail: Chief Executive Officer, Australian Power & Gas, Urgent Complaint, Locked Bag 5004, Royal Exchange NSW 1225
  - B. Contact the Energy Ombudsman Queensland
    - Phone: 1800 662 837
    - Fax: 07 3227 7068
    - Email: [info@eoq.com.au](mailto:info@eoq.com.au)
    - Mail: Energy Ombudsman (Queensland), PO Box 3640, South Brisbane QLD 4101
    - Web: [www.eoq.com.au](http://www.eoq.com.au)

Our enquiries and complaints policy is available at [www.australianpowerandgas.com.au](http://www.australianpowerandgas.com.au).

**(l) What if you change your mind?**

We understand that things can change and if you change your mind, you can cancel your Energy Contract under the cooling off period without being liable to us for any charges, costs or compensation in accordance with the Electricity Industry Code and/or Gas Industry Code (as applicable). You can do this by giving us notice that you wish to cancel your Energy Contract within 10 Business Days (inclusive of the day of signing) after you sign or record your acceptance of the Energy Offer.

**(m) Marketing fees and commission**

In making this offer to you, we used the services of Appco Energy Direct Pty Ltd and paid them a fee for these services.