



Australian Power & GasTM
Simply smarter energy

CANCELLATION INFORMATION

If you have any questions about the energy offer you signed with us, or are thinking of cancelling, please call our freecall number*

1800 220 272

Monday to Friday 8am to 7pm

We value your feedback

Your feedback enables us to continue to improve our business, as well as the service we give our customers. We look forward to finding out why you're thinking of cancelling your energy offer and learning from your feedback.

Why choose Australian Power & Gas?

We're a modern Australian energy retailer, offering simply smarter energy deals to Aussies. Our team has around 100 years combined experience in the energy business and we've built this company from scratch to do things a better way!

Important cancellation information

Cancellation of your agreement must be done within 10 business days from the date you agreed to your Energy Contract with Australian Power & Gas. If your cancellation is not received within 10 business days, you may be required to pay contract cancellation fees.

If we have supplied you with any goods as part of this agreement you must return them or arrange a convenient time for us to collect those goods.

If we have supplied you with energy or connection services then any charges for this will be payable by you.

Australian Power & Gas

ABN 26 118 609 813

www.australianpowerandgas.com.au

*1800 220 272 is a freecall number for land lines only.

