



## Media Release

### AGL announces COVID-19 Customer Support Program

**27 March 2020**

AGL CEO Brett Redman today announced the COVID-19 Customer Support Program providing fast-tracked access to a program that defers payments and suspends disconnections until July 31 for customers who may be under financial stress as a result of the pandemic.

“We understand many of our customers will be directly impacted by the pandemic and the necessary changes the Government has implemented to prevent the spread of the virus,” he said.

“These events mean that for many, energy use and affordability will be affected.

“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.”

Mr Redman said that these measures were in addition to AGL’s well-established hardship programs most recently used to provide relief during the summer bushfires.

“We are committed to looking after our customers and do our bit to help them as they face these unimaginable challenges in the coming months,” Mr Redman said.

The AGL COVID-19 Customer Support Program will include:

- Fast-tracked access to a program allowing deferred payments until 31 July 2020.
- Customers also have access to a payment plan that allows them to pay in instalments.
- No disconnections during the deferred payment period.
- Waiving disconnection and reconnection fees for small businesses that have been forced to temporarily close.
- Maintaining AGL’s existing priority service to customers on life support.

Customers can simply apply for this support when they receive their next bill by going online to [agl.com.au/coronavirus](http://agl.com.au/coronavirus) or contact our call centre. As Australia’s largest generator, Mr Redman said AGL takes its role as an essential service provider seriously and has plans in place to manage potential issues across our power stations.

Thanks to the hard work of our teams across Australia, AGL’s generation sites continue to operate.

“Every day our people work tirelessly to make sure the energy that cooks your dinner, cools or heats your home, or powers your business is provided. We are proud of the work we do and the trust you place in us,” Mr Redman said.



“During the evolving situation, we want to reassure you that we are well prepared and are committed to supporting our people, customers and the community.

AGL call centres also have strong business continuity plans but we are also expanding the capability for most of our operators to work from home.

We would ask for our customers’ understanding should they experience any delays during peak times.

Assistance is available 24 hours a day via our website and app. Using these services will ensure our voice support is prioritised to those vulnerable customers that need it most.

**Mike Duffy**

**Head of Media**

**M: +61 499 102 630**

**E: [mduffy@agl.com.au](mailto:mduffy@agl.com.au)**