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Attention: Ms Emma Forrest
Economic Regulation Authority
By Online Submission Only

31 May 2024

Dear Ms Forrest,

[Financial Hardship Policy Guidelines for Gas Licences](#)

AGL Energy (AGL) welcomes the opportunity to provide feedback on proposed amendments to the Financial Hardship Policy Guidelines (the Guidelines) for gas licences which incorporates recent changes to the Compendium of Gas Customer Licence Obligations.

Proudly Australian since 1837, AGL delivers around 4.3 million gas, electricity, and telecommunications services to our residential, small, and large business, and wholesale customers across Australia. As one of the largest providers of essential services, AGL has extensive experience in supporting customers experiencing payment difficulties, vulnerable circumstances and entrenched financial hardship.

AGL has reviewed the July 2024 version of the Guidelines and is broadly supportive of the proposed changes.

AGL refers to the timing of training requirements in 4.9.2 and recommends retaining the existing requirement of “regular refresher training” rather than a prescriptive timeframe. This allows for appropriate flexibility in managing call centre resource allocation whilst also remaining responsive to changes in processes and procedures.

If you have any questions in relation to this submission, please contact Liam Jones on ljones3@agl.com.au.

Yours sincerely,

A handwritten signature in black ink that reads 'Liam Jones'.

Liam Jones
Senior Manager Policy and Market Regulation