



**30 November 2015**

### **ESC Administrative Undertaking – October Report**

In accordance with clause 2.7 of the Administrative Undertaking agreed between AGL Energy Ltd (**AGL**) and the Essential Services Commission (**ESC**), AGL provides the following report on activities and progress under clause 2 of the Undertaking.

The figures and information below are current to **31 October 2015**.

- 1) On **6 October 2015**, AGL published a notice (the format and content having the prior approval of the Commission) in *The Age* newspaper in accordance with clause 2.1.1 of the Undertaking.
- 2) From **6 October to 20 October (inclusive)**, AGL published a notice (the format, content, and location having the prior approval of the Commission) on its website in accordance with clause 2.1.2 of the Undertaking.
- 3) For former relevant customers that could be identified in AGL's systems, AGL sent letters advising that relevant customers:

- may have an entitlement to claim a monetary payment arising from their disconnection; and
- is invited to contact AGL to discuss their potential entitlement.

AGL posted **6,976** letters to these customers on **6 October 2015**, comprising the entire population of customers covered by clause 2.1.3 of the Undertaking.

- 4) For former relevant customers that could be identified in AGL's systems, AGL deployed a system change to print a statement to such customers' bills on the first bill sent to each customer from **1 October 2015** stating that the customer:
  - may have an entitlement to claim a monetary payment arising from their disconnection; and
  - is invited to contact AGL to discuss their potential entitlement.

AGL is performing analysis on the number of bills that have been sent to customers in this category, and will be in a position to provide precise numbers of customers that have been contacted in this manner from next month's report.

- 5) In accordance with clause 2.7 of the report:
  - **158** customers have contacted AGL under the circumstances outlined in clause 2.1.6 of the Undertaking;
  - **152** customers have reached an agreement with AGL under clause 2.2 of the Undertaking; and
  - **0** customers to AGL's knowledge have subsequently take their matter to EWOV.

**Aleks Smits**

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