AGL Position Statement

Acceptable Payment Methods

20 April 2026

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1. Introduction

This position statement outlines AGL's approach to acceptable payment methods and customer payment responsibilities. It provides clear, consistent guidance on proper payment procedures, consequences of using non-authorised channels, and alignment with AGL's broader customer obligations and compliance with AGL's Terms and Conditions.

It applies to all customers receiving supply or services from any entity within the AGL Energy Limited Group, including electricity, gas, and telecommunications.

1.1. Position Statement

Customers are required to pay for supply or services rendered by AGL using the acceptable payment methods specified on AGL bills and communications and to comply with AGL's applicable Terms and Conditions. These obligations apply to all customers, including energy customers' supplied under deemed, standard, or market contracts.

1.2. Contractual Obligations

AGL operates within the required legal and regulatory frameworks which govern customer contracts, billing, and disconnection procedures.

Customers enter into a valid and legally enforceable contract with AGL upon taking supply of goods or services/account activation. AGL's Terms and Conditions apply in all circumstances.

Customers consent to be bound by AGL's Terms and Conditions by any of the following means:

- Conduct (taking supply of a good or service)
- Digital acceptance of AGL's Terms and Conditions
- Verbal acceptance of AGL's Terms and Conditions

Wet-ink signatures are not required under Australian law to create an enforceable contract.

These contractual arrangements operate alongside customer protections provided under applicable laws, including regulations relating to billing, payment assistance, hardship support and disconnection. Nothing in this policy limits AGL's obligations under those frameworks.

2. Billing and Payment

AGL ensures its invoices are lawful and compliant with all applicable Australian laws and regulations. Customers must use the payment methods listed on their bills to satisfy their contractual obligations.

AGL does not accept or recognise bills of exchange, promissory notes, or other pseudo-legal instruments or payment claims based on the Bills of Exchange Act 1909, barter arrangements, or private payment schemes that fall outside regulated financial systems as valid forms of payment.

Customers who attempt to pay using unacceptable payment methods remain liable for the outstanding amount. Refund requests for payments made via non-recognised instruments will not be entertained, as no valid payment has been received.

2.1. Consequences of using non-authorised payment channels

Failure to pay using authorised payment methods or comply with AGL's Terms and Conditions may result in:

- Debt recovery action.
- Referral of the debt to a credit reporting body, in accordance with applicable laws and regulatory requirements.
- Disconnection of supply, where permitted by law and in compliance with national and state-based regulatory requirements.
- Contract termination in accordance with the relevant contract terms and applicable regulatory requirements.

2.2. Customer Engagement

AGL is committed to respectful and lawful engagement. AGL does not engage with claims based on pseudo law or sovereign citizen ideologies, which have been consistently rejected by Australian courts. Customer claims that dispute AGL's legal authority, acceptable payment methods, or reject contractual obligations are not recognised as valid complaints. Under applicable regulatory frameworks and laws, such claims will not progress through AGL's complaints process where the complaint does not have a valid basis once assessed. Repeated contact on these issues will not result in further engagement.

Where customer behaviour is assessed as unacceptable, including abusive or unreasonable conduct, AGL may adapt, restrict or modify how it engages with the customer in accordance with its **Unacceptable Customer Behaviour Policy**.

Further escalation may involve:

- Regulatory bodies
- Legal representatives
- Law enforcement agencies
- Cessation of a contract, services or disconnection of supply

AGL reserves the right to cease engagement where correspondence is unreasonable, unlawful or outside the scope of regulated service delivery.

2.3. Conclusion

This position statement confirms AGL's approach to acceptable payment methods and the non-recognition of pseudo-legal instruments, in line with applicable laws.

AGL reserves its rights to manage engagement in accordance with its **Unacceptable Customer Behaviour Policy** where conduct becomes unreasonable, abusive, repetitive or outside the scope of regulated service delivery, while continuing to meet our obligations under applicable laws.

AGL's position with respect to acceptable payment methods is final and non-negotiable.

☐ Document end