

ActewAGL ENERGY SHOP

Dear Customer

The ActewAGL *Appliance Payment Plan* is a legal document and your attention to detail in regards to completing the forms is essential by the homeowner.

The homeowner in the ACT is the person/s whose name appears on the ICON water & sewage account and for NSW customers the Rates notice.

Please ensure the following points are adhered to:

1. If the direct debit payments are to be made from a joint account, **both signatures will be required.**
2. Depending on appliance purchased, your electricity or gas account number/s must be provided.
3. The ICON water & sewage account number must be completed on the form for ACT homes.
4. If the property is in NSW, we require a copy of your rates notice.
5. If you have purchased your property in the last 6 months your home ownership can be confirmed by providing a copy of your settlement letter from your solicitor.
6. **The homeowner must be aware that they must stay with ActewAGL as their utility provider for the length of the Appliance Payment Plan agreement and if conditions should change, i.e. selling house, securing a different utility provider, the homeowner is obligated to pay out the balance of the agreement owing to ActewAGL Retail within 7 days.**

If the application is not completed in full, your application will be rejected and full payment will be required.

We appreciate your attention to detail in regard to this application. If you require any assistance, don't hesitate to contact us on 6280 0994.

Kind regards,
ActewAGL Energy Shop