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Victorian Energy Upgrades
Energy Policy and Programs
Department of Environment, Land, Water and Planning
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Melbourne VIC 3001
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19 June 2018

Dear Sir/Madam

AGL welcomes the opportunity to respond to the Victorian Government's consultation on the Victorian Energy Upgrades.

AGL is one of Australia's leading integrated energy companies and largest ASX listed owner, operator and developer of renewable generation. Our diverse power generation portfolio includes base, peaking and intermediate generation plants, spread across traditional thermal generation as well as renewable sources. AGL is also a significant retailer of energy, providing energy solutions to over 3.7 million customers throughout eastern Australia.

As a customer-focussed business, AGL endeavours to provide customers with products and services that best meet their diverse wants and needs. We have undertaken extensive consultation and research to obtain feedback on the ways in which we can better serve our customers. For example, AGL is developing solutions to help customers better manage their energy usage in their homes and business. Our Energy Insights App, part of a \$300 million program of digitally transforming how customers interact and engage with us, educates customers about the drivers of their own energy consumption and how to save on it. Other innovative offerings include our Self-Service Meter Read and One Minute Move.

Thus, our comments in the attached response document reflect benefits for our customers, as well as our technical observations and comments on the proposed changes.



Please contact me if you have any queries on our attached comments.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jenny Gregory'.

Jenny Gregory
Manager, Mandatory Energy Efficiency Schemes
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