

About AGL Electricity Suppliers

AGL is one of Australia's leading integrated energy companies. It is taking action to responsibly reduce its greenhouse gas emissions while providing secure and affordable energy to its customers. Drawing on 180 years of experience, AGL serves its customers throughout eastern Australia with meeting their energy requirements, including gas, electricity, solar PV and related products and services. AGL has a diverse power generation portfolio including base, peaking and intermediate generation plants, spread across traditional thermal generation as well as renewable sources including hydro, wind, solar, landfill gas and biomass.

Residential Customer Contacts

Gas and Electricity Enquiries

To get in touch, contact us during business hours, Monday to Friday, 8am until 6pm AEST - (excluding public holidays).

131 245

Calling from overseas? You can call us on +613 8633 6000 during business hours (Monday to Friday, 8am-5pm AEST).

Please click [here](#) to access our residential General Online Enquiries form.

Pay Your Bill

You can pay your bill online or by phone using either Visa or MasterCard.

1300 657 386

AGL Smarter Living

For supply, installation service and repair of your hot water, heating, cooling, or cooking appliances, please visit aglsmarterliving.com.au or call AGL Smarter Living.

131 766

Emergency Service

Only call if there is risk to life and property. Otherwise, refer to our Faults, Emergency and Outages section for the relevant gas and electricity fault numbers in your state.

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Hot Water Emergencies

131 766

Otherwise, for appliance service, contact AGL Smarter Living (Monday to Friday, 8am-6pm AEST) on 131 766.

Hearing Impaired Customers

Phone National Relay Service and quote 131 245

133 677

My Account

Easy to use. Secure. Convenient.

With My Account, you can:

- Organise your home or small business move.
- View and monitor your energy usage and bill details.
- View and pay your bills.
- Choose to receive your bills via email and take the worry out of remembering to pay by setting up [Direct Debit](#).
- Update your personal details.
- Track how much energy you are using