

Information Statement – Retailer Energy Productivity Scheme (REPS)

South Australia

In South Australia, the government's Retailer Energy Productivity Scheme (REPS) provides incentives for South Australian households and businesses to save energy.

Under REPS, energy retailers such as AGL have mandated annual targets for undertaking approved energy productivity activities, such as installing energy efficient products. These activities help improve energy productivity for households, businesses and the broader energy system.

Our Virtual Power Plant (VPP) is an approved REPS activity for residential VPP customers. We'll use the credits created by you joining our Virtual Power Plant towards our annual targets. In return, this allows us to increase the VPP credits (or further discount the upfront solar battery or solar battery bundle price, if applicable) for VPP customers in South Australia.

For more information on AGL and REPS, go to: <https://reps.agl.com.au/residential/virtual-power-plant/>

For more information on the South Australian Government's REPS, go to: <https://www.energymining.sa.gov.au/industry/energy-efficiency-and-productivity/retailer-energy-productivity-scheme-reps>

Want to know more about our Virtual Power Plant? [Call 1300 377 118](tel:1300377118)

Need to give us some feedback? Go to: <https://www.agl.com.au/help-support/contact-us>

We will address any complaints in accordance with our complaints handling and dispute resolution procedure, which can be located at <https://www.agl.com.au/help-support/contact-us/complaints> or is available on request.

We will inform you of the outcome of your complaint. If you are not satisfied with our response to your complaint, you may refer your complaint to the Energy and Water Ombudsman in South Australia (EWOSA).