



Your AGL electricity bill explained

Easy English version



Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



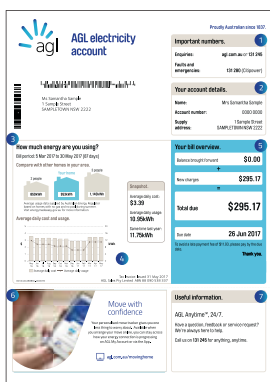
You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book

This book is about how to read your AGL electricity bill.



AGL brings electricity to your house.



There is a lot of important information on your electricity bill.

We will tell you about the 5 most important things to know about your electricity bill.

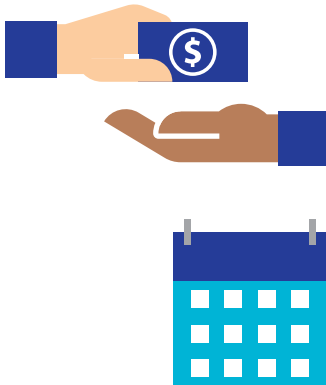
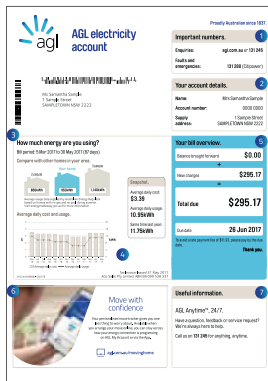


You can read the full guide called **Your AGL household electricity bill** explained on our website www.agl.com.au

1. How much you need to pay

We will send you a electricity bill.

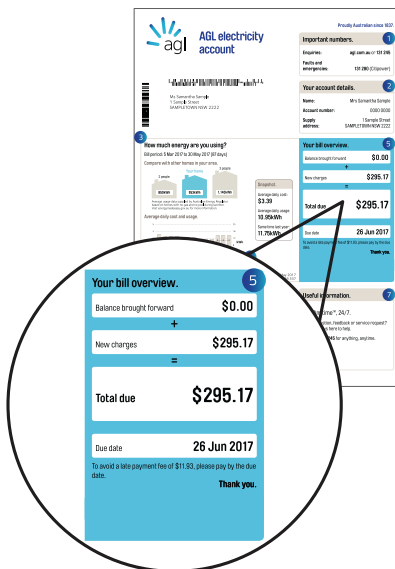
The bill is for how much electricity you use.



The bill will tell you

- how much you need to pay for electricity
- when you need to pay.

The amount you need to pay is on the front and back of the bill.



The amount is highlighted in a blue box.

You might be able to pay less if you pay on time.

2. How to pay

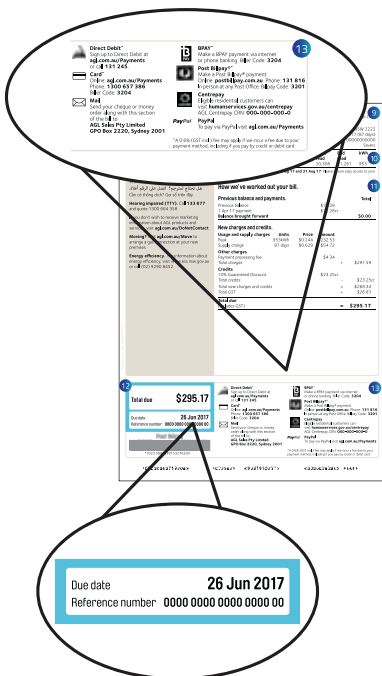
You can pay your bill in different ways.



You can pay by **Direct Debit**. This means you tell us to take the money on the due date from your bank account.



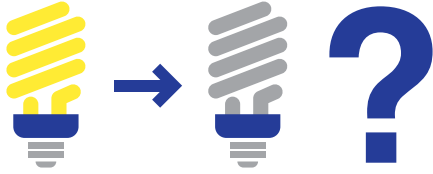
You can pay online at www.agl.com.au/PayMyBill



All of the ways you can pay your bill are on the back of your bill at the bottom of the page.

You might need your reference number to pay your bill. This is in the blue box on the back page of the bill.

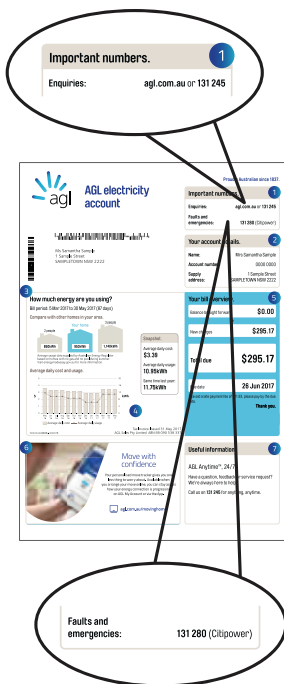
3. Who to call if you need help



If your power goes out or you have a problem with your electricity you can call the company who makes your power.

You call the **faults and emergencies** number.

You can find the number at the top of your bill.

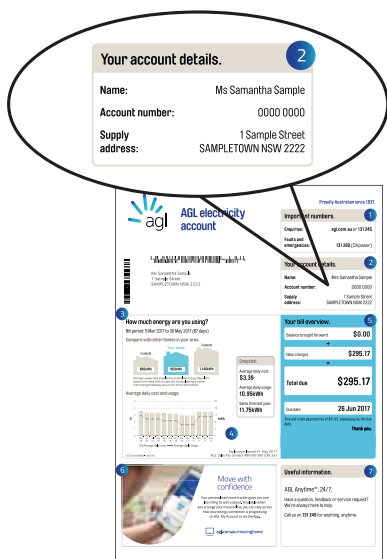


If you have a question about your bill or electricity account you can call us.

You call the **enquiries** number.

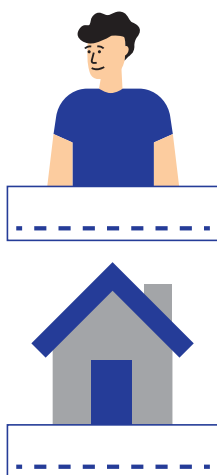
You can find the number at the top of your bill.

4. About your electricity with us



If we send you a bill for electricity it means you have an account with us.

Your account details are on the front page of your bill.



Your account details are

- your name
- your account number
- your address.

You need to use your account number when you call us to ask about your account.



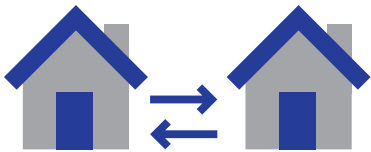
You can change your account details online at www.agl.com.au/MyAccount

5. How much electricity you use

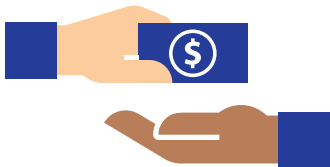


Your bill will tell you

- how much electricity you have used



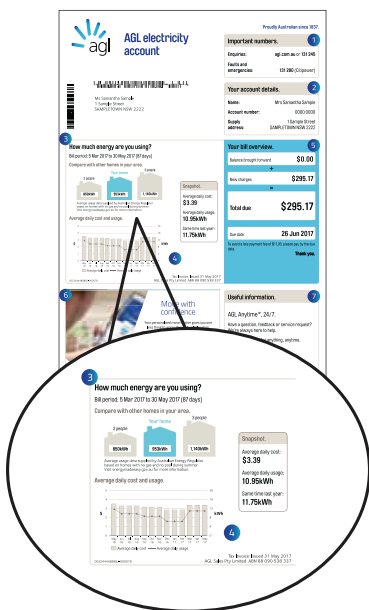
- how much you have used compared to other homes in your area



- how much you pay for electricity each day



- how much electricity you used at the same time last year.



You can find this information on the front page of your bill.

This information can help you work out ways to save money on electricity.

If you need help to pay your bill



You can get help to pay your bill in different ways.

Sometimes the government can help you

For example

- government energy concessions and rebates
- Energy Account Payment Assistance
- AGL payment plans
- help from Centrelink.



For more information go to our website

www.agl.com.au/concessions



If you need help with English you can call an interpreter

1300 307 245

More information



This is a summary of the **AGL household electricity bill explained** fact sheet.

You can read the full full fact sheet on our website www.agl.com.au



Call 131 245



Website www.agl.com.au



If you are deaf or find it hard to hear or talk you can contact the National Relay Service.

<http://bit.ly/NRSContactPage>

Call 1300 555 727

Notes

Scope's Communication and Inclusion Resource Centre wrote the Easy English version, based on information provided by AGL, in May 2019.

www.scopeaust.org.au

