



Choose your way to pay

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

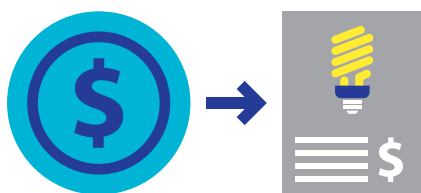


You can get someone to help you

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



About this book

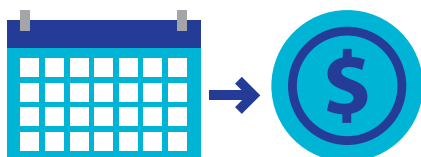


This book is about the ways you can pay your AGL energy bill.

Pay with Direct Debit



You can choose to pay your bill with **Direct Debit**.



Direct Debit means

- we take out money from your account when your bill is due

and

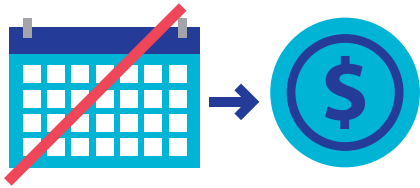


- you do **not** need to do anything to pay your bill each month.

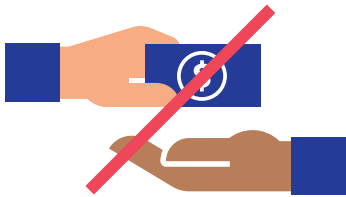


You can stop direct debit any time.

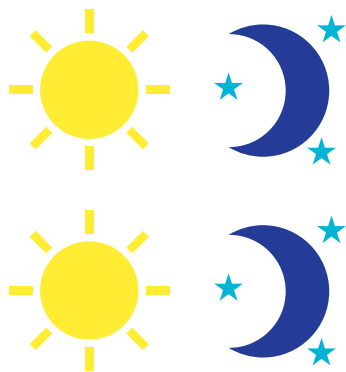
Pay with your bank account



You can pay your bill straight from your bank account.



If you pay from your bank account you do not pay fees.



It can take 48 hours for your payment to get to us.



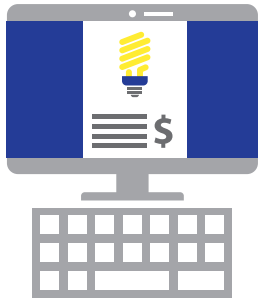
Pay with BPAY

BPAY is a way to pay bills on your phone or online.

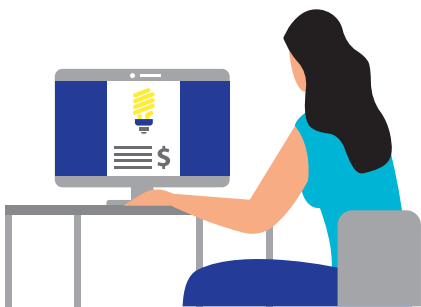
For internet banking you can use

BPAY View.

BPAY View is a service that banks use to help you



- get your bill



- see your bill

- pay your bill.

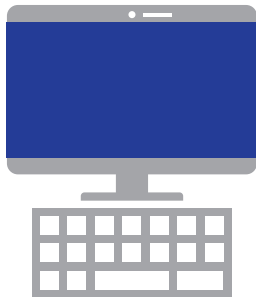


Pay with Centrepay

Centrepay is a free service that uses money from your Centrelink payments to pay your bill.

You can choose how much money comes out of your Centrelink account each time.

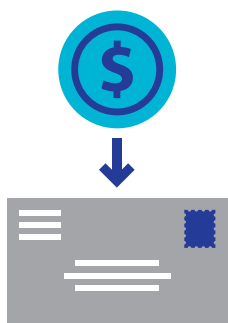
To get help with Centrepay go online.



Website

www.servicesaustralia.gov.au/centrepay

Pay in the mail



You can pay your bill by posting money to

AGL Sales Pty Ltd

Locked Bag 20024

Melbourne VIC 3000



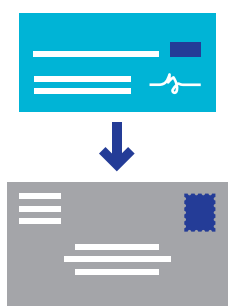
If you live in Western Australia or WA
you can post to

AGL Sales Pty Limited

Locked Bag 17

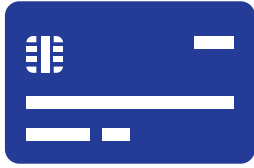
Cloisters Square PO

WA 6850



You can post your money as a cheque.

Pay on our website

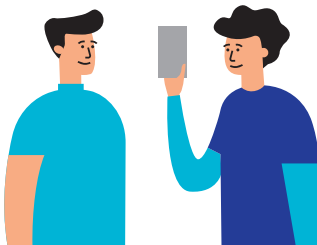


You can pay your bill on our website with your

- credit card

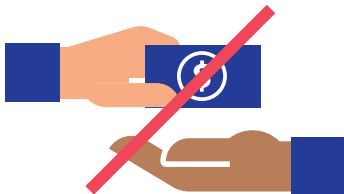


- PayPal account.



Pay in person

You can pay your bill at the Post Office.



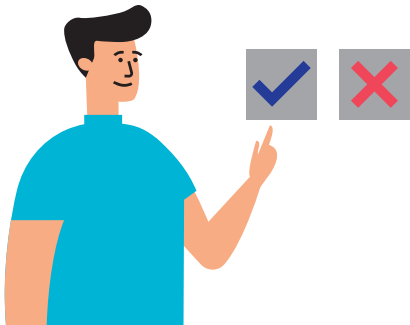
There will be an extra cost to pay your bill at the Post Office.

More information



To learn more about ways to pay your bill

- go to **My Account** on our website
- read our **terms and conditions**.



Terms and conditions are the things you say yes to when you choose your way to pay.

We can give you more information about other ways to get help if you find it hard to pay your energy bill.



Call 131 245



Website www.agl.com.au

www.energyinfohub.org.au

More information



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



If you need help with English you can call an interpreter

1300 307 245

Notes

Scope's Communication and Inclusion Resource Centre wrote the Easy English version, based on information provided by AGL, in February 2020.

www.scopeaust.org.au

