

Your electricity bill explained

AGL



Easy English

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.



We will write contact information at the end of this book.

About this book



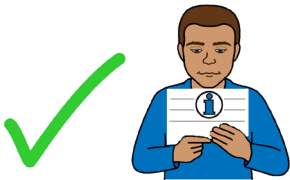
This book is from AGL.



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.

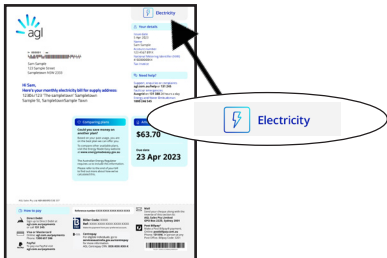


We will tell you about the 5 most important things to know about your electricity bill.

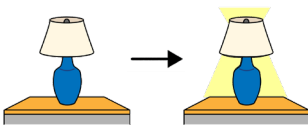
1. How much you need to pay



We will send you an electricity bill.



The bill has the word **electricity** at the top.



The bill is for how much electricity you use.

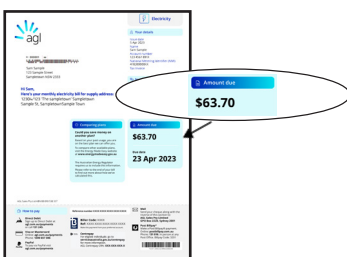


The bill will tell you

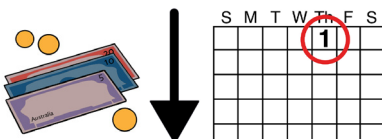
- how much you need to pay for electricity



- when you need to pay by.



The amount you need to pay is in a blue box on the front of the bill.



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

If you can pay less it will say it in the blue box.

2. How to pay

You can pay your bill in different ways.

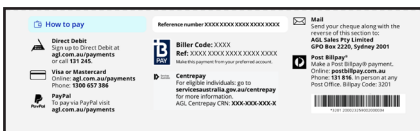


You can pay by **direct debit**.

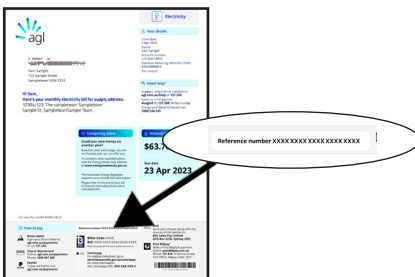
Direct debit means you tell us to take the money on the due date from your bank account or credit card.



You can pay online at agl.com.au/payments



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



You might need your reference number to pay your bill.

Your reference number is in the grey box on the front of the bill.

3. Who to call if you need help



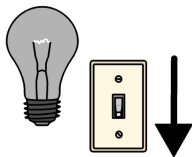
If you have a question about your bill or electricity account you can call us.

You can call the **support, enquiries or complaints** number.



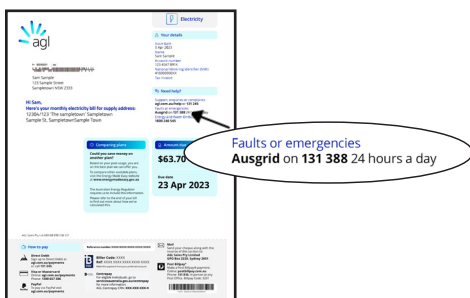
You can find the number at the top of your bill.

You can call the company that makes your electricity if



- your power goes out
- you have a problem with your electricity.

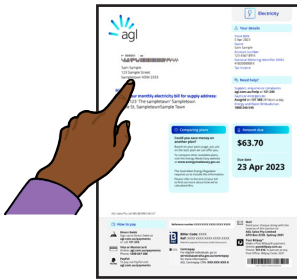
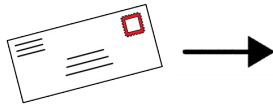
You can call the **faults and emergencies** number.



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.



Name
Sam Sample
Account number
123 4567 891X



123 Sample Street
Sampletown NSW 2333

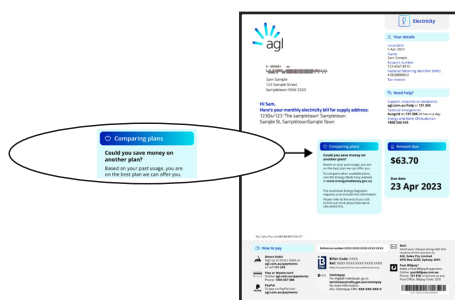
You need to use your account number when you call us to ask about your account.



You can change your account details online at [agl.com.au/MyAccount](https://www.agl.com.au/MyAccount)

Your bill might also have information about

- what **plan** you are on
- other plans we have.



Plan means how much you pay for your electricity.



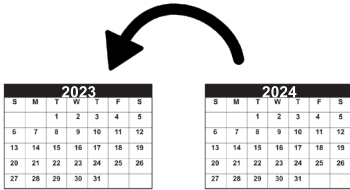
You can contact us to find out about your plan.

5. How much electricity you use



Your bill will tell you

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



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

You can find the information on page 2 and page 3.

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
- payment assistance
- AGL payment plans
- help from Services Australia for Centrepay.



For more information go to our website

agl.com.au/concessions



If you need help with English you can call an interpreter.

Call 1300 307 245

More information



For more information contact AGL.



Call 131 245



You can read the full guide called **Bill explainer** on our website.

agl.com.au/BillExplainer



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website bit.ly/nrs-helpdesk

Give the relay officer the phone number you want to call.

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