

# Energy and concessions

AGL



Easy English





## Blue words

Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.



## About this book

This book is from AGL.

This book is about government **concessions**.



Concessions are a way that the government can help you pay part of your **energy** bill.



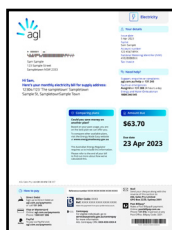
Energy means things like

- electricity

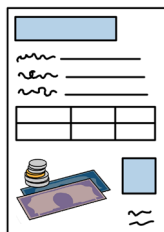


- gas.

## Tips about energy and concessions



Check your energy bill for more information about concessions.



You can check your energy bill to see if you could be on a cheaper energy offer.



You can learn how to use less energy.

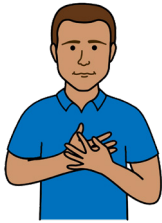


You can read our other Easy English book called **How to help save energy and money.**



We tell you how to find the book at the end of this book.

You can get more help to pay your bills.



We care about helping customers when they have **financial hardship**.



Financial hardship means you might find it hard to pay for things like bills.

You can read our other Easy English books about our financial hardship programs.

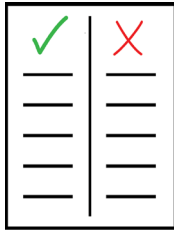
The books are called

- **Staying Connected when you have money problems if you live in NSW, QLD, SA or WA**
- **Support to pay your bills if you live in Victoria.**



We tell you how to find the books at the end of this book.

## Who can get a concession?



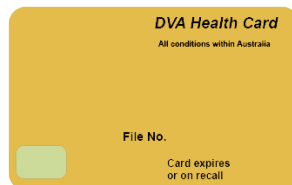
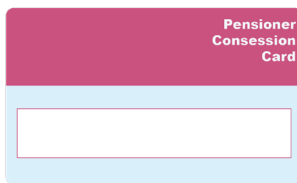
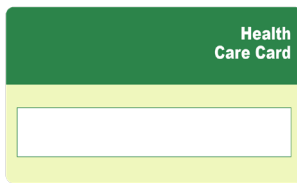
The rules for who can get a concession can be different around Australia.

You might be able to get a concession if you have a

- Health Care Card

or

- Pensioner Concession Card.



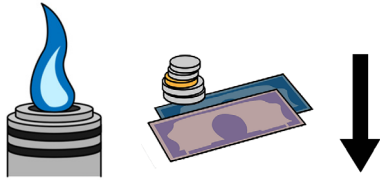
You might also be able to get a concession with some Veterans cards.

## What concessions could you get?



### **Electricity Concession**

The Electricity Concession makes your electricity bill cheaper.



### **Gas Concession**

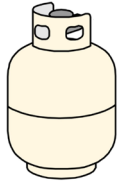
The Gas Concession makes your gas bill cheaper for some months of the year.



## Non-Mains Energy Concession

**Non-Mains Energy Concession** means you can pay a bit less money if you use

- bottled gas



- firewood.



Non-Mains Energy Concession is **only** for people who live in Victoria.



To get the Non-Mains Energy Concession you must fill in a form.



You can get the form from the Department of Health and Human Services.



You might also be able to get the form from the company where you get your gas bottles.

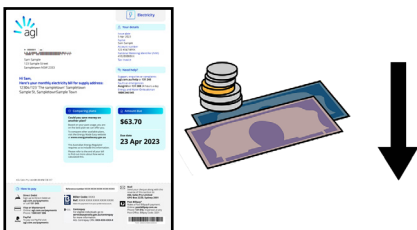


## Medical Cooling Concession



You can get help to cool your house in summer if you have an illness like

- Parkinson's disease
- multiple sclerosis
- motor neurone disease
- lymphoedema.



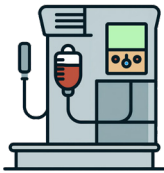
The Medical Cooling Concession helps you with your electricity bill.

## Life Support Concession



You can get help to pay for energy you use for **life support equipment**.

Life support equipment helps with serious health problems.



For example

- a **dialysis machine**
  - this helps with kidney problems

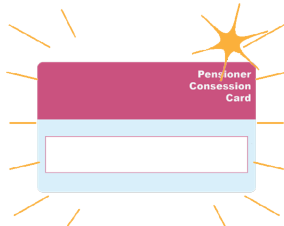


- an **oxygen concentrator**
  - this helps you breathe.

## How to check your concessions

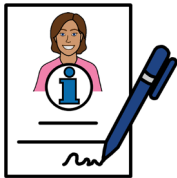


You can look at your bill to check we have applied your concessions.

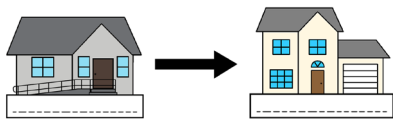


You should contact us if

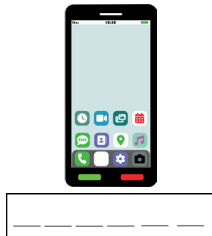
- you get a new concession card
- your personal details change.



For example, if



- your address changes



- your phone number changes.



## More information

For more information about if you can get a concession contact AGL.

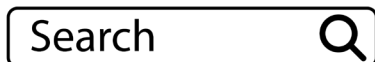


Call        131 245

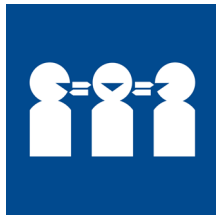


Website    [agl.com.au/help](http://agl.com.au/help)

**You can read our other Easy English books on our website.**



Type **Easy English** into the search bar.



## If you need an interpreter

An **interpreter** is a worker who

- understands and speaks your language
- can help you communicate what you need.



Call 1300 307 245

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website [accesshub.gov.au/nrs-helpdesk](https://www.accesshub.gov.au/nrs-helpdesk)



Call 1800 555 660



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