

# Support to pay your bills if you live in Victoria

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.

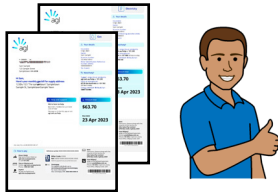


Contact information is at the end of this book.



## About this book

This book is from AGL.



This book is about **Payment Support Victoria** or **PSV**.



PSV means ways we help customers who

- live in Victoria

and



- have **financial hardship**.

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

## Who could PSV help?

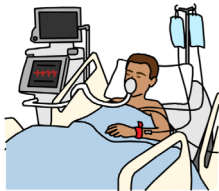


PSV can help if you have trouble paying your electricity or gas bills.



You might have trouble paying bills because of

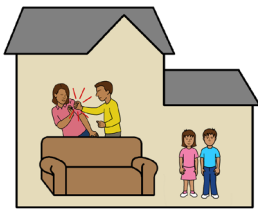
- a loss of income



- an illness or disability

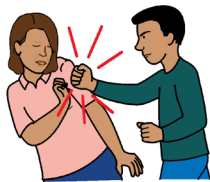


- a death in the family

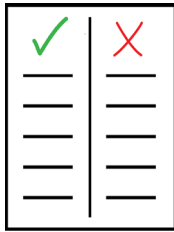


- **family and domestic violence.**

Family violence is when a family member hurts you.



Domestic violence is when a person who lives with you hurts you.



There are **terms and conditions** or rules about

- how PSV works
- who PSV could help.



You should talk to us to make sure our terms and conditions fit with your situation.

## What happens when you join PSV?

Our team will help you make a plan to pay your bills.



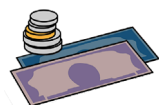
The plan will help you pay your bills in a way that works for you.



The plan tells you

- how much to pay each time

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



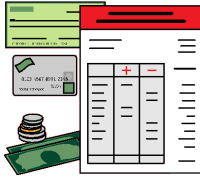
- when to pay.



S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## You must

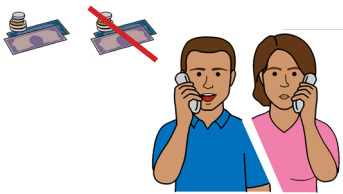
- pay your plan on time



- have money in your bank account when your plan is due



- tell us if you **cannot** pay your plan.



If you miss a payment on your plan we will contact you to see if you need help.

We will look after your **privacy**.

Privacy means



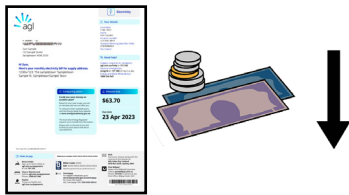
- we keep your information safe
- we do **not** tell anyone about your money problems.

## Other ways we can help you



We can give you tips on how to save energy.

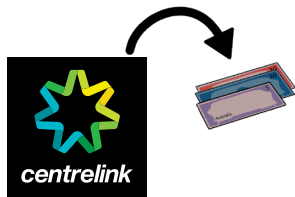
We can tell you about **concessions**.



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



We can tell you about **Centrepay**.



Centrepay is a free service that uses money from your Centrelink account to pay bills.

We can tell you about **government grants**.



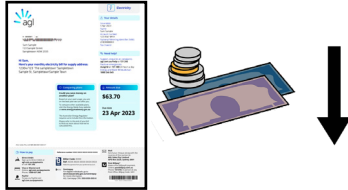
Government grants are payments from the government to help you with your bills.





You can read our other Easy English books called

- **How to use less energy and save money**



- **Energy and concessions**



- **Help for family and domestic violence.**



There is a link at the end of this book.

You can also contact the **National Debt Helpline** to talk to a **financial counsellor**.



A financial counsellor is an expert that can help you with money problems.

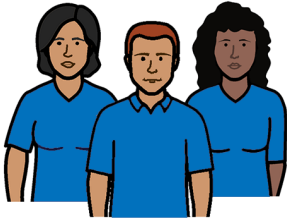


Call **1800 007 007**



Website [ndh.org.au](http://ndh.org.au)

## If you are not happy with us



Talk to our team if you have a problem with our service or our staff.

We will try to fix the problem fast.



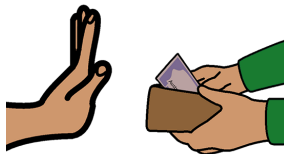
Call 131 245



Website [agl.com.au/help-support/contact-us/complaints](https://www.agl.com.au/help-support/contact-us/complaints)



If you are **not** happy with how we tried to fix the problem you can contact the **Energy and Water Ombudsman** in your state.



The Energy and Water Ombudsman

- is a free service
- helps people fix problems you have with gas, electricity or water companies.



## More information

For more information about help to pay your bills contact AGL.



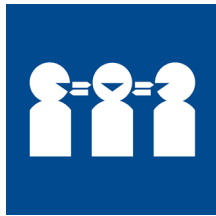
Call      131 245



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](http://accesshub.gov.au/nrs-helpdesk)



Call 1800 555 660







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