

Staying Connected when you have money problems

if you live in NSW, QLD, SA or WA

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.

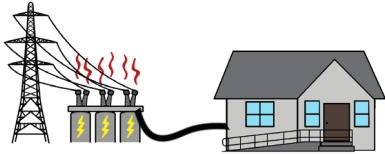


Contact information is at the end of this book.



About this book

This book is from AGL.



This book is about our program **Staying Connected**.

Staying Connected means ways we help customers who have **financial hardship**.



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



This book is **only** for customers who live in

- Queensland



- New South Wales

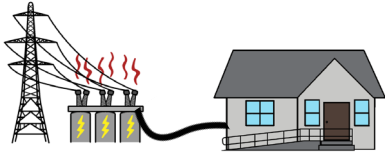


- South Australia



- Western Australia.

Who could Staying Connected help?



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



You might have trouble paying bills because of

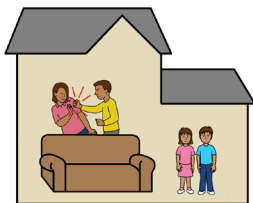
- a loss of income



- an illness or disability

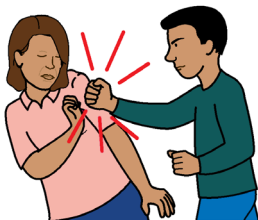


- a death in the family



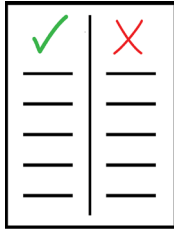
- **family and domestic violence.**

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 Staying Connected works

- who Staying Connected could help.



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

What happens when you join Staying Connected?

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.

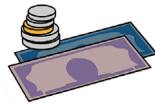
The plan tells you

- how much to pay each time



- 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		

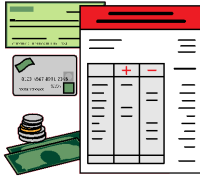




S	M	T	W	T	F	S
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

You must

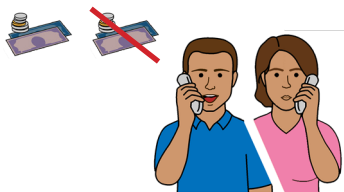
- pay your plan on time



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

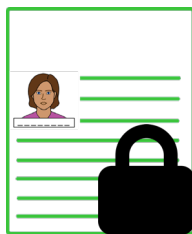


- tell us if you **cannot** pay your plan.



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

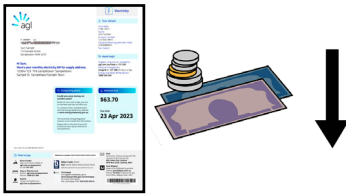
- we do **not** tell anyone about your money problems.

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**.

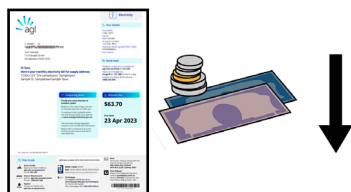


Government grants are payments from the government to help you with your bills.



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.**



We tell you how to find the books 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.

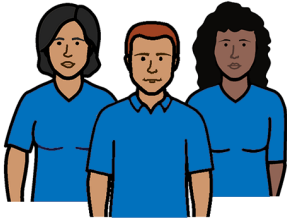


Call 1800 007 007



Website ndh.org.au

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.



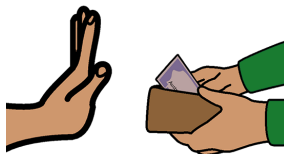
Call 1800 775 329



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



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.

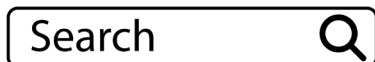


Call **131 245**

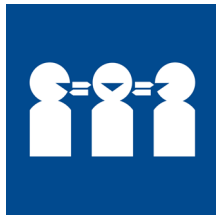


Website agl.com.au/help

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



Call 1800 555 660



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