



# Energy and Concessions

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

- tips to get government concessions



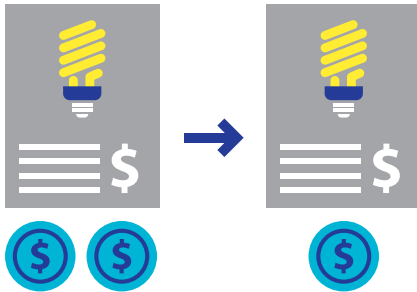
- **concessions** you might be able to get.

Concessions are a way that the government helps you pay your energy bill.

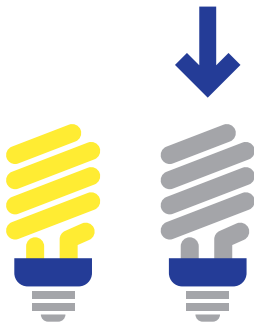
# Tips about Energy and Concessions



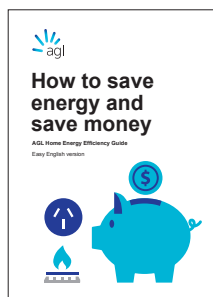
1 Check if you can get concessions on your energy bill.



2 See if you can find a cheaper energy offer.



3 Learn how to use less energy.



How to help save energy and money.

We give you a link to the document at the end of this book.

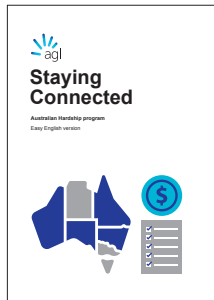


#### 4 Get more help to pay your bills.

We care about helping customers with money problems or **financial hardship**.

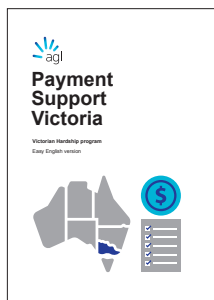


Financial hardship means you might find it hard to pay for things like bills.



We made Easy English documents about our financial hardship programs called

- Staying Connected



- Payment Support Victoria.

We give you a link to the documents at the end of this book.

## What concessions could you get?



### Annual Electricity Concession

The Annual Electricity Concession makes your electricity bill cheaper all year.



### Winter Gas Concession

The Winter Gas Concession makes your gas bill cheaper from 1 May to 31 October.



### Transfer Fee Waiver

The Transfer Fee Waiver helps you connect electricity when you move house.



## Controlled Load Concession

The Controlled Load Concession makes your bill cheaper if you use

- electric hot water

- **slab heating.**



Slab heating is a way some houses use energy to make floor tiles warm.

# What concessions could you get?

## Non-Mains Energy Concession

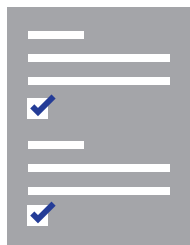
Non-Mains Energy Concession means we can help you save money if you heat your house with



- gas

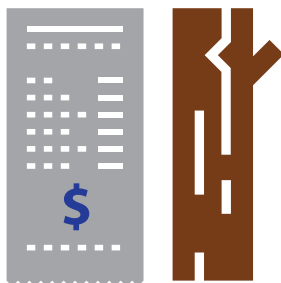


- firewood.



To get the Non-Mains Energy Concession you must

- fill out a form from the Department of Health and Human Services or bottled gas supplier



- keep your firewood receipts.





## Medical Cooling Concession

You can get help to cool your house in summer if you have an illness such as.

- Multiple Sclerosis
- Motor Neurone Disease.



The Medical Cooling Concession helps you with your electricity bill from 1 November to 30 April.

## What concessions could you get?



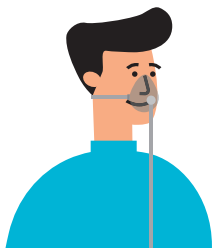
### Life Support Concession

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



Life support equipment helps with serious health problems. For example,

- a **dialysis machine** for kidney problems

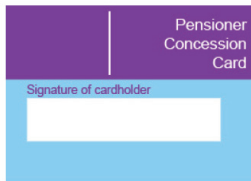


- an **oxygen concentrator** to help you breathe.

## How to check your concessions.

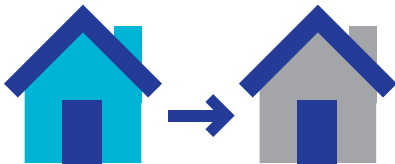


You can look at your bill to check we have applied your concessions.



You should contact us if

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



For example,

- you move house



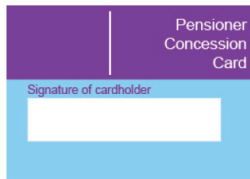
- your phone number changes.

# Who can get a concession?

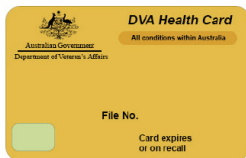


You can get a concession if you have a

- Health Care Card



- Pensioner Concession Card



- Department of Veterans Affairs or DVA Card.



## More information

We can give you more information  
to help you pay your bills



Call 131 245



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

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

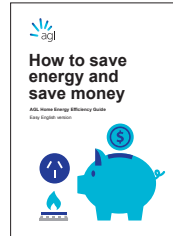
1300 307 245

# More information

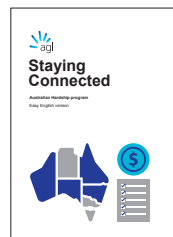
We have more information in

Easy English including

- How to save energy and money



- Help to pay your bill



- Staying connected.



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](http://www.scopeaust.org.au)

