



AGL





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.

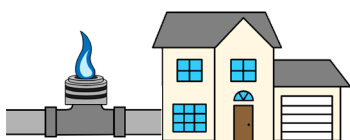
About this book



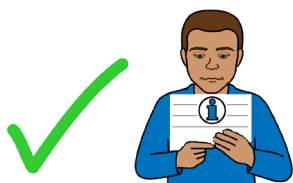
This book is from AGL.



This book is about how to read your
AGL gas bill.



AGL brings gas to your house.



There is a lot of important information on your
gas bill.

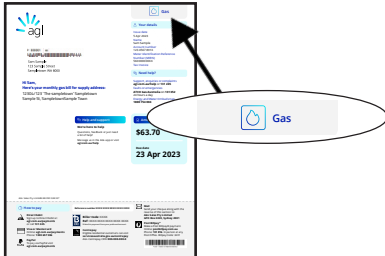


We will tell you about the 5 most important
things to know about your gas bill.

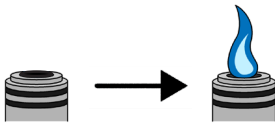
1. How much you need to pay



We will send you a gas bill.



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



The bill is for how much gas you use.

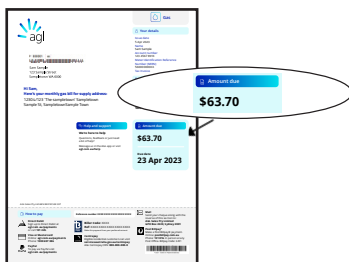


The bill will tell you

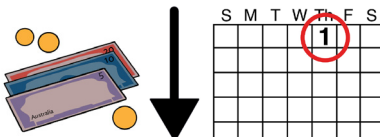
- how much you need to pay for gas



- 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.

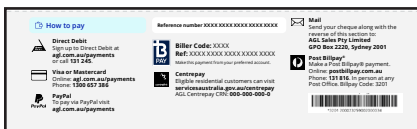


You can pay by **direct debit**.

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

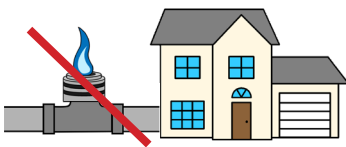


If you have a question about your bill or gas account you can call us.

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

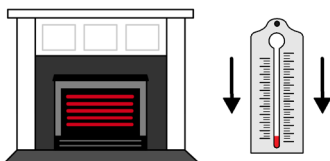


You can find the number at the top of your bill.



You can call the company that makes your gas if

- you lose gas to your home



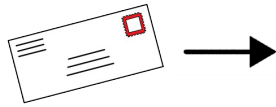
- you have a problem with your gas.



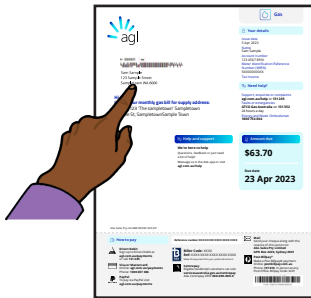
You can call the **faults and emergencies** number.

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

4. About your gas with us



If we send you a bill for gas 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

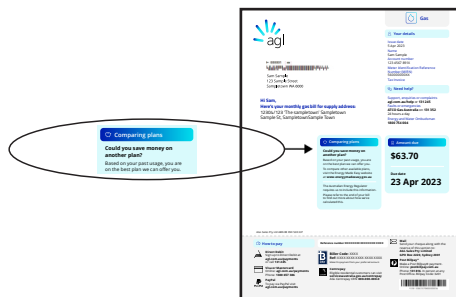


- your address.

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 gas.



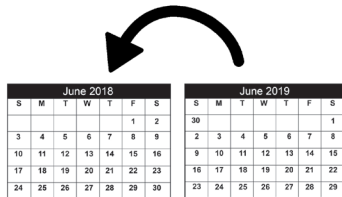
You can contact us to find out about your plan.

5. How much gas you use



Your bill will tell you

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



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

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 Centrelink.



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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