



### Concessions

Is your client getting all of their energy concessions?

Look at your client's bill. Are concessions listed on the bill?

Yes: check our community worker guide: [Concessions: what are you entitled to?](#) to see if your client is missing out on other energy concessions.

No: call the energy company to give them the client's concession card details.



### Better offers

Is a cheaper energy offer available?

Look at the front page of your client's bill. Does it say if your client could save money on another plan?

Yes: call the energy company and ask them to put your client on their best offer.

No: remind your client to look at their electricity bills to see if a better offer becomes available. See our resource [Cheaper Energy Plans](#).



### Saving energy

Stay comfortable and save

Focus on appliances that heat and cool. Advise your client to:

- heat and cool to a comfortable temperature
- only heat and cool the room they're in.

Our resource [Saving Energy](#) shows the simple, effective things that everyone can do to save money. While staying comfortable.



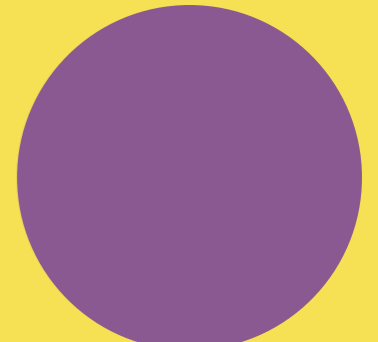
### Payment difficulty

Is your client having trouble paying their bill?

Let them know that their energy company is legally required to provide assistance. Our community worker guide [Payment Difficulties](#) shows the steps to take to get payment assistance.

# Your path to cheaper energy

## 4 steps to help clients take control



Supported by



**ni** energy info hub

Download resources or share them with your clients at [www.energyinfohub.org.au](http://www.energyinfohub.org.au)



# Start here: Ask your client to bring in a copy of a recent energy bill

**Important information.**  
 Payment assistance. There are a number of options available to eligible customers, including Victorian Government energy concessions and rebates, AGL payment plans and the Centrepay scheme. To find out more, visit [agl.com.au/Concessions](http://agl.com.au/Concessions).  
 Need an interpreter? Call 1300 307 245.  
 需要传译员吗? 请电上述号码。  
 هل تحتاج مترجم؟ اتصل على الرقم أعلاه.  
 Cần có thông dịch? Gọi số trên đây.  
 Hearing impaired (TTY). Call 133 677 and quote 1300 664 358.  
 If you don't wish to receive marketing information about AGL products and services, visit [agl.com.au/DoNotContact](http://agl.com.au/DoNotContact).  
 Compare energy plans  
 Visit [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au) to compare all readily available plans in your area.  
 Moving? Visit [agl.com.au/Move](http://agl.com.au/Move) to arrange an electricity connection at your new premises.  
 Energy efficiency. For information about energy efficiency, visit [www.victorianenergysaver.vic.gov.au](http://www.victorianenergysaver.vic.gov.au) or call 136 186.

**Your electricity supply details.**  
 Supply address: 26 SAMPLE COURT SAMPLEVILLE VIC 3008  
 Supply period: 12 Sep 2019 to 10 Dec 2019 (90 days)  
 NMI: 62033944  
 Energy Plan: Savers

| Meter no. | Read type | Start reference <sup>1</sup> | End reference <sup>1</sup> | kWh      |
|-----------|-----------|------------------------------|----------------------------|----------|
| A75835    | Actual    | 1,379                        | 2,541                      | 1162.416 |

<sup>1</sup>These reference reads are a guide only and may not reflect the total energy consumption for this billing period. Your next meter read is due between 10 Mar 2020. Please ensure easy access to your meter on these days.

**How we've worked out your bill.**

| Previous balance and payments. |            | Total           |
|--------------------------------|------------|-----------------|
| Previous balance               | \$268.55   |                 |
| 1 Oct 19 payment               | \$150.00cr |                 |
| <b>Balance brought forward</b> |            | <b>\$118.55</b> |

| New charges and credits.              |             |        |                  |
|---------------------------------------|-------------|--------|------------------|
| Usage and supply charges              | Units       | Price  | Amount           |
| General Usage                         | 1162.416kWh | \$0.29 | \$336.98         |
| Supply charge                         | 90 days     | \$1.29 | \$116.10         |
| <b>Total charges</b>                  |             |        | <b>\$453.08</b>  |
| Credits                               |             |        |                  |
| Annual Electricity Concession         |             |        | <b>\$65.54cr</b> |
| 8% Pay On Time Discount               |             |        | \$36.25cr        |
| <b>Total credits</b>                  |             |        | <b>\$101.79</b>  |
| <b>Total new charges and credits</b>  |             |        | <b>\$308.98</b>  |
| <b>Total GST</b>                      |             |        | <b>\$30.90</b>   |
| <b>Account balance (includes GST)</b> |             |        | <b>\$339.88</b>  |

**Account balance \$458.43**

Payment not required.  
 Reference number 7011 1372 2691 2909

Post Billpay

\*3201 70111372269129095123

+00007011137226> +002662+ <9129095123> <0000000000> +444+

Direct Debit\*  
 Sign up to Direct Debit at [agl.com.au/Payments](http://agl.com.au/Payments) or call 131 245

Bill Code: 208868  
 Ref. Number: 7011 1372 2691 2909

Post Billpay\*\*  
 Make a Post Billpay\*\* payment Online: [postbillpay.com.au](http://postbillpay.com.au) Phone: 131 816 In person at any Post Office.\*\*\* Billpay Code: 3201

Centrepay  
 Eligible residential customers can visit [humanservices.gov.au/centrepay](http://humanservices.gov.au/centrepay) AGL Centrepay CRN: 555-068-319-J

PayPal  
 To pay via PayPal visit [agl.com.au/Payments](http://agl.com.au/Payments)

\*A 0.45% fee (GST incl.) may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.  
 \*\*A fee of \$2.00 (incl. GST) may apply if you pay your bill over the counter.



**Concessions**  
 If it's not listed here, it's not being claimed



**Best offer**  
 Check if a cheaper plan is available



**Energy use**  
 Explore whether your client can save energy



**Outstanding debt?**  
 Call the energy company for assistance

**agl** **AGL electricity account.**

Proudly Australian since 1837.

**Important numbers.**  
 Enquiries: [agl.com.au](http://agl.com.au) or 131 245  
 Faults and emergencies: 132 412 (Powercor)

**Your account details.**  
 Name: Sandra Sample  
 Account number: 7000 000 222  
 Supply address: 26 SAMPLE COURT SAMPLEVILLE VIC 3008

**How much energy are you using?**  
 Bill period: 12 Sep 2019 to 10 Dec 2019 (90 days)  
 Compare with other homes in your area.

1 person: 1162 kWh  
 2 people: 1187 kWh

Average usage data supplied by Australian Energy Regulator based on homes with gas during spring. Visit [www.commodity.gov.au](http://www.commodity.gov.au) for more information.

**Average daily cost and usage.**

Average daily cost: \$3.78  
 Average daily usage: 12.99kWh  
 Same time last year: 23.13kWh

**Your bill overview.**

|                         |                 |
|-------------------------|-----------------|
| Balance brought forward | <b>\$118.55</b> |
| New charges             | <b>\$339.88</b> |
| <b>Account balance</b>  | <b>\$458.43</b> |

Thank you.

**Could you save money on another plan?**

Based on your past usage our Saver plan may cost you up to \$120 less per year than your current plan.\*

To switch plans, simply visit [agl.com.au/switch](http://agl.com.au/switch) or contact us.

*\*The above message is required by Victorian energy regulations*

Easy ways to manage your account online.  
 Enjoy more control. Pay your bill, set-up eBilling and view your energy usage – all in one place – with My Account. Register today at [agl.com.au/myaccount](http://agl.com.au/myaccount)