



**Working
together
to stay
connected.**

Staying
Connected
program.

AGL

Staying Connected

The program that helps you stay on track

Paying bills can be tough when you're short on funds. We know you're doing your best. So we're here to help. Our Staying Connected program helps current residential customers who are experiencing temporary or long-term financial difficulties get back on track. With the Staying Connected program you get personalised assistance and support to make it easier to manage your energy bills.

How does Staying Connected help me?

While you're on the Staying Connected program, your energy services won't be disconnected and you'll be protected from any late fees.

- > We'll set up a personal payment plan that best suits your situation to ensure you stay on track with your bills.
- > We'll give you advice about government assistance and concessions that you may be eligible for.
- > We can put you in touch with other free support services you may find useful, including confidential financial counselling.
- > We provide simple energy saving tips. Save energy. Save money – while still keeping your home comfortable.
- > We're here to listen. You deal directly with our Staying Connected team.

Your financial situation is kept confidential in accordance with the requirements of the *Privacy Act 1988*.

A dedicated team to get you back on track

We've helped hundreds of people just like you. If you're having trouble paying your AGL gas or electricity bills please call 1300 659 925 (cost of a local call).

With the Staying
Connected program
you get personalised
assistance and
support to make it
easier to manage
your energy bills.

Energy in action.®

The AGL logo consists of a blue square with a white stylized sunburst icon to the left of the letters 'AGL' in white.

We can give you free information on being more energy efficient. It's good for the environment. It's good for your bill. Just call us on **131 245** or visit www.agl.com.au

Arabic

هل تحتاج لمترجم؟ اتصل على الرقم أدناه:

Spanish

¿Necesita un intérprete? Llame al número indicado abajo.

Italian

Se vi serve un interprete, telefonate al seguente numero.

Greek

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

Croatian

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Vietnamese

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Chinese

如果您需要傳譯員的幫助，請致電以下號碼。

For language assistance please call **131 245**.

AGL Sales Pty Limited ABN 88 090 538 337

AGL South Australia Pty Limited ABN 49 091 105 092

AGL Retail Energy Limited ABN 21 074 839 464



CONSUMER

AGL Energy uses
Greenhouse Friendly™
ENVI Silk Carbon Neutral Paper

ENVI Silk is an Australian Government
certified Greenhouse Friendly™ Product.