

Helping you stay connected

A guide to AGL's Staying Connected program

If you're facing a tough time financially and having trouble paying your AGL gas or electricity bills, give our Staying Connected team a call.

AGL's Staying Connected program offers information and support about the different ways you can pay your bills – to help you get back on track.

We want to help you stay connected.

If you would prefer not to receive marketing offers from AGL, please call 131 245

AGL Retail Energy Limited ABN 21 074 839 464
AGL South Australia Pty Limited ABN 49 091 105 092
AGL Sales Pty Limited ABN 88 090 538 337

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support.



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What is Staying Connected?

Staying Connected is a national program available to our current residential customers who are experiencing temporary or long-term financial difficulties.

It goes further than our usual payment plans. Our Staying Connected program is designed to provide you with personalised assistance and support if you're having trouble paying your AGL gas and/or electricity bills.



How can Staying Connected assist me?

- While you're on the Staying Connected program, your energy services won't be disconnected and you'll be protected from further collection action.
- We will work with you to set up a personal payment plan that best suits your situation and what you can afford to pay.
- We can offer you advice about government assistance and concessions that may be available to you.
- We can put you in touch with other free support services you may find useful, including confidential financial counselling.
- We can also provide you with some simple energy saving tips that may help you use less gas or electricity – while still keeping your home comfortable.
- You'll deal directly with our trained Staying Connected team while you're on the program, so you'll always speak to someone who'll be able to assist you.

Will everyone know I am having difficulty paying my bills?

No. Your privacy is important to us. Our Staying Connected team is very experienced in assisting customers in financial difficulties.

Any information we need to know about your situation will be kept confidential and in accordance with the requirements of the Privacy Act 1988.

How do I contact AGL's Staying Connected team?

Telephone 1300 659 925
(cost of a local call)

For general enquiries please call AGL on 131 245

Visit our website at www.agl.com.au

Language Assistance – Telephone 131 245 (24 hours)

Arabic

هل تحتاج إلى مترجم؟ اتصل بالرقم 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

如果您需要傳譯員幫助，請打電話給下面的號碼。



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