

Your AGL Centrepay guide



Helpful information and support options, to manage your AGL bill payments using Centrepay.

Centrepay is a voluntary bill-paying service which is free for Centrelink customers. Use Centrepay to arrange regular deductions from your Centrelink payment. You can start or change at any time. The quickest way to do it is through your Centrelink account online.

Staying on track with your bills

It's always a good idea to check your bills regularly as your deduction may not cover the cost of your bills. If your bill amount is more than the payments we have received via your deduction, it'll appear on your bill as "Amount due". This means you may need to adjust your deduction amount or supplement your deduction with another payment option. Changing your fortnightly deduction amount is easy, simply call us or contact Services Australia (Centrelink).

Fortnightly deduction estimate

We may be able to estimate your fortnightly payment amount based on your historical energy usage. Do keep in mind that historical usage is not necessarily a reliable indicator of future usage as your energy needs can change over time. Your bill will always show the amount you need to pay, along with your energy use.

Suspending your deduction

You can choose to suspend your deduction for up to 13 weeks via Services Australia. Just keep in mind, bills that are payable during the suspension period will still be due and you may need to pay for any shortfall via a different payment option. Your deduction will automatically restart when the suspension ends.

Spreading out bill costs

If you're on a Bill Smoothing or Payment Plan, you'll have an agreed payment amount and frequency as part of your plan. Your Centrepay deduction is not automatically updated to align with your plan. To set up or change your deduction just get in touch with us or Services Australia.

Credit on your AGL account

If your fortnightly deduction is higher than your actual bills, you may build up a Centrepay credit on your account, which will be shown on your bill. If your Centrepay credit gets too high, we'll reach out to let you know.

Outstanding debt on inactive accounts

If you've got an amount owing on an AGL account that's no longer active, this amount will need to be paid. While Centrepay deductions can't be used to pay this balance, you can choose another payment option in the How to Pay section of your bill or by visiting agl.com.au/payoptions

Your AGL Payment Reference Number

If you set up or change your deduction via Services Australia, it's important to make sure your AGL payment reference number is correct, so we can allocate your payment to the right account. If you've got more than one AGL account, you'll have a different payment reference number for each account. You'll find your AGL reference number in the How to Pay section of your bill. If you provide an incorrect payment reference number, we may have to cancel your deduction, as we won't be able to allocate your deduction to the correct account.

The image shows a section of an AGL bill titled "How to pay". It lists several payment methods: Direct Debit (sign up at agl.com.au/payments or call 131 245), Visa or Mastercard (online at agl.com.au/payments, phone: 1300 657 386), and PayPal (to pay via PayPal visit agl.com.au/payments). It also includes a reference number (XXXX XXXX XXXX XXXX XXXX), a biller code (XXXX), and a reference (XXXX XXXX XXXX XXXX XXXX). There is a "Post Billpay" section with instructions to send a cheque to AGL Sales Pty Limited, GPO Box 2220, Sydney 2001, and to make a Post Billpay payment online at postbillpay.com.au. A barcode is present at the bottom right of the section.

Extra support is available

Sometimes you may need a little extra help paying your energy bills or navigating a challenging situation. Take a look at agl.com.au/customer-support for a range of support options.

Get in touch

Call us anytime on **131 245** – we're here to help.

Contact Services Australia by visiting servicesaustralia.gov.au

