



# Staying Connected

Australian Hardship program

Easy English version



## 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.





## About this book

This book is about **Staying Connected**.



Staying Connected means we have options to help customers

- pay electricity bills



- pay gas bills.



Staying Connected helps our customers who have **financial hardship**.

Financial hardship means you find it hard to pay for things like bills.

## Who could get Staying Connected?



Staying Connected can help if

- you have started to have money problems



- you have had money problems for a long-time.



You might have a money problem because of

- a loss of income



- a disability or illness



- a family problem. For example a death in the family.

## What happens when you join Staying Connected?



Our team will help you make a plan.



The plan will help you pay your bills in a way that works for you.

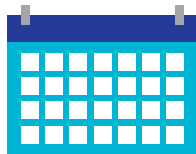


Make sure you follow the plan to keep your electricity and gas on.



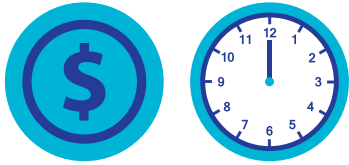
The plan tells you

- how much to pay each time



- when to pay.

## What you must do



When you join Staying Connected you **must**

- pay your plan on time



- have money in your bank account when your bill is due



- tell us if you **cannot** pay your bill.



We might stop your plan

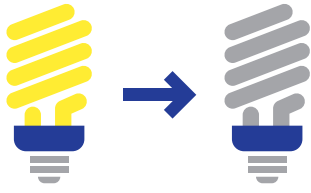
- if you **cannot** pay your bill

and

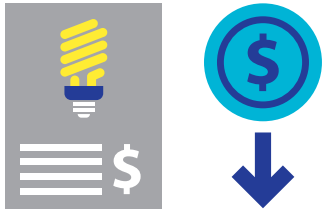


- if you do **not** tell us you have money problems.

## Other ways to get help



We can give you tips on how to save energy.



We can tell you about **concessions**.

Concessions come from the government to help you with your bills.



We can tell you about **Centrepay**.

Centrepay is a free service that uses money from your Centrelink account to pay bills.



We can connect you to

**financial counselling.**

Financial counselling means you talk to an expert for help with money problems.

For example,

- how to budget
- how to get help from other places, like meals on wheels.

# Privacy



We care about your **privacy**.



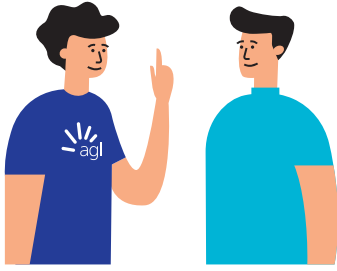
Privacy means

- we keep your information safe



- we do **not** tell anyone about your money problems.





## Complaints

**Complaints** mean you tell us you are **not** happy.

If you have a complaint about Staying Connected contact us.



Call us 131 245



Send a letter

AGL Energy Customer Advocacy

Locked Bag 14120 MCMC

Melbourne VIC 8001



## More information

We can give you more information to help you pay your bills



Call 131 245



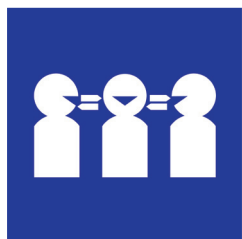
Website [www.agl.com.au](http://www.agl.com.au)



If you are deaf or find it hard to hear or talk you can contact the National Relay Service.

<http://bit.ly/NRSContactPage>

Call 1300 555 727



If you need help with English you can call an interpreter

1300 307 245



Scope's Communication and Inclusion Resource Centre wrote the Easy English version, based on information provided by AGL, in February 2020.

[www.scopeaust.org.au](http://www.scopeaust.org.au)

