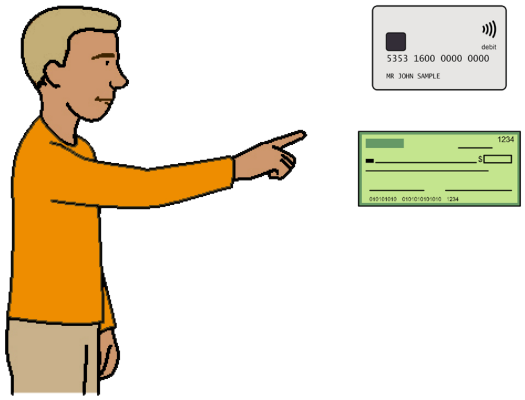


Choose the way you pay your bills

AGL

Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

About this book

This book is from AGL.

This book is about the ways you can pay your **energy** bill.

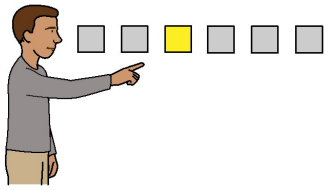


Energy means things like

- electricity



- gas.



We explain 6 different ways you can pay.

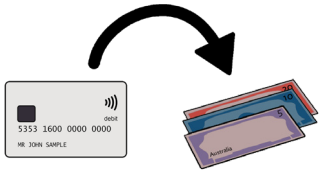


There might be extra fees if you pay

- at the post office.

1 Pay with direct debit

You can choose to pay your bill by **direct debit**.



Direct debit means

- we take out money from your account when your bill is due

and



- you do **not** need to do anything to pay your bill each month.



You can stop direct debit any time.



2 Pay with My Account

You can make an account online called My Account.



Website myaccount.agl.com.au



If you are a My Account customer you can log in to My Account to pay your bill.



You can pay with the option you have set up, like

- a debit or credit card

- your bank account.



3 Pay with the AGL app

You can download the AGL app.



You can pay with the option you have set up, like

- a debit or credit card

- your bank account.

4 Pay on the phone



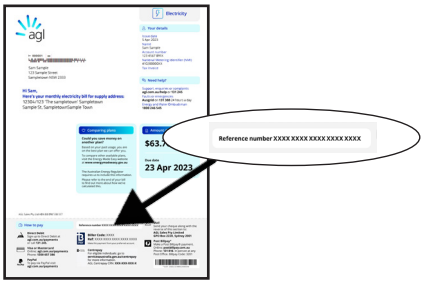
You can call the AGL payment line anytime.



Call 1300 657 386



The AGL payment line plays automatic messages so you do **not** speak during the call.



You will need your payment reference number to pay your bill on the phone.

Your payment reference number is at the bottom on the front of the bill.



Listen to the automatic messages and enter numbers on your phone to give

- your payment reference number



- your payment amount



- your debit or credit card number.



5 Pay in person

You can pay your bill at the post office with



- cash

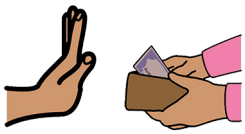


- a debit or credit card.



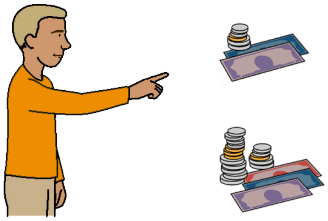
Remember to bring your bill with you.

6 Pay with Centrepay



Centrepay is a free service.

Centrepay uses money from your Centrelink payments to pay your bill.



You can choose how much money comes out of your Centrelink account each time.



To get help with Centrepay go online.

Website servicesaustralia.gov.au/centrepay

To choose the way you want to pay your bill

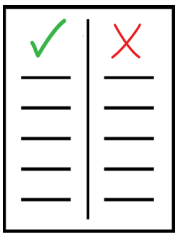


To learn more about the ways you can pay you can

- go online to agl.com.au/waystopay

- read our **Terms and Conditions**.





Terms and conditions are

- our rules about paying bills

- the things you say **yes** to when you choose your way to pay.



If you find it hard to pay your bill we can give you more information about other ways to get help.

More information

For more information about help to pay your bills contact AGL.

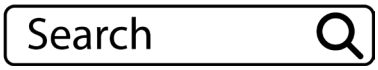


Call 131 245



Website agl.com.au/help

You can read our other Easy English books on our website.



Type **Easy English** into the search bar.

If you need an interpreter

An **interpreter** is a worker who

- understands and speaks your language

- can help you communicate what you need.



Call 1300 307 245

If you need help to speak or listen

National Relay Service

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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