



Yarning energy

– tips for staying on top of your energy bill and how to get help if you need it.



AGL is working with First Nations Foundation to make it easier for indigenous people to understand energy.

TIPS FOR MANAGING YOUR ENERGY BILLS

THINGS YOU CAN CHECK YOURSELF:

Best offer

- Check your latest bill to see your 'best offer' message – this will usually be on page one and will tell you if your provider has a cheaper energy plan. You'll need to contact your provider to take up this new plan.
- If it says you are on their best offer, you can still contact them to see if there is anything they can do, or you can see what other energy providers are offering.

Estimated bills

- Check to see if your latest bill is an estimate or if it has been calculated based on the amount of energy you have used. You can tell if your bill is based on an estimate by looking at the 'Reading Type' or 'Current Reading' section on your bill.
- If your bill is an estimate, submit a meter reading, so you only pay for the energy you have used. Need help reading your meter? Visit your provider's website to find out how to read your meter, our AGL meter reading guide can be found here: agl.com.au/smmr

ACCESSING GOVERNMENT CONCESSIONS, GRANTS AND REBATES

- Did you know there are a variety of government concessions, grants and rebates available, depending on your situation and the state you live in? Visit your energy provider's website for further details. You can also visit agl.com.au/concessions
- If you are a concession card holder, make sure to tell your energy provider. This will ensure that your account is reviewed for any government grants that should be applied to your bills. Don't forget to update your provider if you get a new concession card.

PAYMENT SUPPORT

- Remember each energy provider may have different payment options and customer support plans to help you. If you have questions about your energy bill or need help with paying your bill, you should contact your energy provider directly.
- No matter what your situation, your energy company's dedicated and supportive team are there to help. For AGL support, visit agl.com.au/help-support for more information.



AGL is working with First Nations Foundation to make it easier for indigenous people to understand energy.

CHECK OUT OUR OTHER YARNING ENERGY GUIDES

energy saving tips | common terms used on energy bills