Payment Support Victoria

Residential Victorian Customers

What is Payment Support Victoria (PSV)?

Payment Support Victoria is AGL's Victorian hardship program, which is in accordance with the Electricity Industry Act, Gas Industry Act, and the Energy Retail Code of Victoria.

The program is available to Victorian residential customers who are experiencing temporary or long-term financial difficulties that make paying their gas and/or electricity bills difficult.

Our team will work with customers to provide assistance tailored to their individual needs and establish a personalised payment plan. While customers are actively participating on the PSV program – which includes adhering to their agreed payment plan – we will ensure that their home is not disconnected.

As part of PSV, we can also provide information about: payment options, including regular payment plans and access to Centrelink's Centrepay facility; government concessions and other available assistance; free and independent financial counselling or other support services; and energy efficiency advice to help customers understand and manage their energy usage.

How can Payment Support Victoria assist?

If you are a Victorian residential customer with outstanding bills you are entitled to assistance as part of our Payment Support Victoria program. This assistance is designed to make it easier for you to pay for your on-going energy usage, repay your arrears and lower your energy costs. Options include:

- payment arrangements that help you to repay your arrears and pay for your ongoing usage costs;
- specific advice about what your future energy costs are likely to be and how you can lower them;
- assistance in accessing energy concessions and government and non-government support services.

If you're unable to pay the full amount of your ongoing energy use you may be entitled to extra support from us, including:

- a period of at least six months where repayment of your arrears is put on hold while you work with us to lower your ongoing usage costs;
- putting you on an energy plan that would be most likely to help lower the cost of your ongoing energy use;
- energy saving tips and information on how you are tracking with reducing your energy costs.

Will everyone know I am having difficulty paying my bills?

No. Your privacy is important to us. Our team is experienced with assisting customers in financial difficulty.

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

What if I have a complaint about Payment Support Victoria?

If you have a complaint about Payment Support Victoria, you can contact AGL on 131 245 or write to us at:
AGL Energy Customer Advocacy, Locked Bag 14120 MCMC, Melbourne VIC 8001.

We will endeavor to resolve your issue as quickly as possible in accordance with our Internal Disputes Resolution Policy. However, if you remain dissatisfied, you may wish to contact the Energy and Water Ombudsman Victoria.

How do I find out more?

For more information on how AGL can assist you, simply call us on 131 245 or visit us at agl.com.au.
Language assistance is available.

For more information on Payment Support Victoria, please visit us at **agl.com.au** or call us on **131 245**.