Customer Hardship Policy

Staying Connected Program

What is Staying Connected?

Staying Connected is AGL's national hardship program. It's available to our residential customers who are experiencing temporary or long-term financial difficulties that make paying their gas and/or electricity bills difficult.

We understand that sometimes you may need additional support, that's why our Staying Connected Program goes further than our usual payment plans. It is designed to provide personalised assistance and support to help you get back on track with payment of your energy bills.

Our Staying Connected team is specially trained to work with you to tailor assistance to your individual needs and establish a personalised payment plan. And whilst you are actively participating in the Staying Connected Program, we will ensure your home is not disconnected and there is no collection action on your account.

Depending on your needs, we can also provide you with information about: payment options, including regular payment plans and access to Centrelink's Centrepay facility, government concessions and assistance for which you may be eligible, free and independent financial counselling services or other support services, and energy efficiency advice to help you understand and manage your energy usage and save you money.

How can Staying Connected assist?

By participating in the Staying Connected Program, you will always speak directly to one of our specially trained Staying Connected consultants.
We will listen and work with you to set up a personal payment plan that takes into consideration your financial situation and what you can afford to pay.

And so long as you are actively participating in the Staying Connected Program, you will not be disconnected from your gas or electricity supply and you will be exempt from further collection action.

But Staying Connected is much more than that:

- we can also offer you advice about government assistance and concessions that may be available
- we can put you in touch with other support services which you may find useful, including independent financial counselling
- we can provide you with simple energy saving tips that can help you save money by using less gas or electricity, while still keeping your home comfortable.

Who is eligible to participate in the Staying Connected Program?

Staying Connected is available to AGL's residential customers who are experiencing temporary or long-term financial difficulty and having trouble paying their gas and/or electricity bills.

We know that there are a number of reasons why you may be finding it difficult to pay your energy bills.
These may include:

- loss of or change in income
- serious illness, disability or death in the family
- separation, divorce or other family crisis, or
- other personal reasons.

In these situations Staying Connected may be able to help.

Will everyone know I am having difficulty paying my bills?

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

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

What if I have a complaint about Staying Connected?

If you have a complaint about Staying Connected, you can contact AGL on 1300 659 925 or write to us at:
AGL Energy Customer Advocacy, Locked Bag 14120 MCMC, Melbourne VIC 8001.

We will endeavour 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 Ombudsman in your state.

How do I find out more?

For more information about how AGL can assist or to contact AGL's Staying Connected team, simply call 1300 659 925.
Language assistance is available.

For more information on our Staying Connected Program, please call **1300 659 925**.