



Concessions

Is your client getting all of their energy concessions?

Look at your client's bill. Are concessions listed on the bill?

Yes: check our community worker guide: [Concessions: what are you entitled to?](#) to see if your client is missing out on other energy concessions.

No: call the energy company to give them the client's concession card details.



Better offers

Is a cheaper energy offer available?

Look at the front page of your client's bill. Does it say if your client could save money on another plan?

Yes: call the energy company and ask them to put your client on their best offer.

No: remind your client to look at their electricity bills to see if a better offer becomes available. See our resource [Cheaper Energy Plans](#).



Saving energy

Stay comfortable and save

Focus on appliances that heat and cool. Advise your client to:

- heat and cool to a comfortable temperature
- only heat and cool the room they're in.

Our resource [Saving Energy](#) shows the simple, effective things that everyone can do to save money. While staying comfortable.



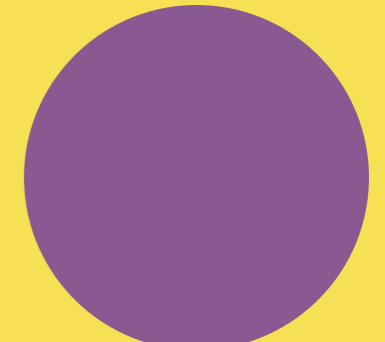
Payment difficulty

Is your client having trouble paying their bill?

Let them know that their energy company is legally required to provide assistance. Our community worker guide [Payment Difficulties](#) shows the steps to take to get payment assistance.

Your path to cheaper energy

4 steps to help clients take control





Start here: Ask your client to bring in a copy of a recent energy bill

Important information.
 Payment assistance. There are a number of options available to eligible customers, including Victorian Government energy concessions and rebates, AGL payment plans and the Centrepay scheme. To find out more, visit agl.com.au/Concessions
 Need an interpreter? Call 1300 307 245.
 需要传译员吗? 请电上述号码。
 هل تحتاج مترجم؟ اتصل على الرقم أعلاه.
 Cần có thông dịch? Gọi số trên đây.
 Hearing impaired (TTY). Call 133 677 and quote 1300 664 358.
 If you don't wish to receive marketing information about AGL products and services, visit agl.com.au/DoNotContact
 Compare energy plans
 Visit compare.energy.vic.gov.au to compare all readily available plans in your area.
 Moving? Visit agl.com.au/Move to arrange an electricity connection at your new premises.
 Energy efficiency. For information about energy efficiency, visit www.victorianenergysaver.vic.gov.au or call 136 186.

Your electricity supply details. Page 2 of 3
 Supply address: 26 SAMPLE COURT SAMPLEVILLE VIC 3008
 Supply period: 12 Sep 2019 to 10 Dec 2019 (90 days)
 NMI: 62033944
 Energy Plan: Savers

Meter no.	Read type	Start reference ¹	End reference ¹	kWh
A75835	Actual	1,379	2,541	1162.416

¹These reference reads are a guide only and may not reflect the total energy consumption for this billing period. Your next meter read is due between 10 Mar 2020. Please ensure easy access to your meter on these days.

How we've worked out your bill.

Previous balance and payments.		Total
Previous balance	\$268.55	
1 Oct 19 payment	\$150.00cr	
Balance brought forward		\$118.55

New charges and credits.			
Usage and supply charges	Units	Price	Amount
General Usage	1162.416kWh	\$0.29	\$336.98
Supply charge	90 days	\$1.29	\$116.10
Total charges			\$453.08
Credits			
Annual Electricity Concession			\$65.54cr
8% Pay On Time Discount			\$36.25cr
Total credits			\$101.79
Total new charges and credits			\$308.98
Total GST			\$30.90
Account balance (includes GST)			\$339.88

Account balance \$458.43

Payment not required.
 Reference number 7011 1372 2691 2909

Post Billpay

*3201 70111372269129095123

+00007011137226> +002662+ <9129095123> <0000000000> +444+

Direct Debit* Sign up to Direct Debit at agl.com.au/Payments or call 131 245
 Visa or Mastercard* Online: agl.com.au/Payments Phone: 1300 657 386 Biller Code: 208868
 Mail Send your cheque or money order along with this section of the bill to AGL Sales Pty Limited Locked Bag 20024, Melbourne VIC 3001
 Biller Code: 208868 Ref. Number: 7011 1372 2691 2909
 Post Billpay** Make a Post Billpay** payment Online: postbillpay.com.au Phone: 131 816 In person at any Post Office.*** Billpay Code: 3201
 Centrepay Eligible residential customers can visit humanservices.gov.au/centrepay AGL Centrepay CRN: 555-068-319-J
 PayPal To pay via PayPal visit agl.com.au/Payments
 *A 0.45% fee (GST incl.) may apply if we incur a fee due to your payment method, including if you pay by credit or debit card.
 **A fee of \$2.00 (incl. GST) may apply if you pay your bill over the counter.



Concessions
 If it's not listed here, it's not being claimed



Best offer
 Check if a cheaper plan is available



Energy use
 Explore whether your client can save energy



Outstanding debt?
 Call the energy company for assistance

Proudly Australian since 1837.

AGL electricity account.

034/4294967197
 Sandra Sample
 26 Sample Ct
 SAMPLEVILLE VIC 3008

Important numbers.
 Enquiries: agl.com.au or 131 245
 Faults and emergencies: 132 412 (Powercor)

Your account details.
 Name: Sandra Sample
 Account number: 7000 000 222
 Supply address: 26 SAMPLE COURT SAMPLEVILLE VIC 3008

How much energy are you using?
 Bill period: 12 Sep 2019 to 10 Dec 2019 (90 days)
 Compare with other homes in your area.

1 person: 1162 kWh
 2 people: 918 kWh, 1187 kWh

Average usage data supplied by Australian Energy Regulator based on homes with gas during spring. Visit energymadeeasy.gov.au for more information.

Average daily cost and usage.

Average daily cost: \$3.78
 Average daily usage: 12.99kWh
 Same time last year: 23.13kWh

Your bill overview.

Balance brought forward	\$118.55
New charges	\$339.88
Account balance	\$458.43

Thank you.

Could you save money on another plan?

Based on your past usage our Saver plan may cost you up to \$120 less per year than your current plan.*

To switch plans, simply visit agl.com.au/switch or contact us.

*The above message is required by Victorian energy regulations

Easy ways to manage your account online.
 Enjoy more control. Pay your bill, set-up eBilling and view your energy usage – all in one place – with My Account. Register today at agl.com.au/myaccount