

actewagl.com.au

Customer enquiries

13 14 93 – electricity, water, sewerage

13 18 86 – natural gas

Postal address

ActewAGL
GPO Box 366
Canberra ACT 2601

Language assistance

如果您需要幫助，請打電話給下面的號碼。

¿Necesita un intérprete? Llame al número indicado abajo.

هل تحتاج إلى مترجم؟ اتصل بالرقم أدناه.

Trebate li pomoć tumača? Nazovite niže navedeni broj.

Nếu quý vị cần sự giúp đỡ, vui lòng gọi số bên dưới.

Se vi serve un interprete, telefonate al seguente numero.

Αν χρειάζεστε διερμηνέα, τηλεφωνείτε στον αριθμό παρακάτω.

13 14 50

24 hours

Useful contacts

Personal, financial and material assistance

6282 2722 – St Vincent de Paul Society

13 72 58 – The Salvation Army

6257 1788 – Care Inc. Financial Counselling Service

Utilities complaint resolution

6207 1740 – ACT Civil and Administrative Tribunal

1800 246 545 – Energy and Water Ombudsman NSW

ActewAGL 

for you

ActewAGL Retail ABN 46 221 314 841 a partnership of ACTEW Retail Ltd ABN 23 074 371 207 and AGL ACT Retail Investments Pty Ltd ABN 53 093 631 586.

Staying Connected

Assistance with energy and water bills



ActewAGL 

for you

Having trouble paying your bills?

ActewAGL knows some customers may have difficulty paying bills. The Staying Connected program provides personalised support to help you get back on track with your electricity and water bills in the following ways.

- Work with you to set up a flexible and affordable payment plan.
- Stop further debt recovery action while on the program.
- Make sure your electricity will not be disconnected while on the program.
- Ensure all relevant government concessions and rebates are applied to your account.
- Keep in regular contact.
- Provide tips on saving money by using less electricity and water.
- Connect you with other organisations that may be able to provide you with advice and support.

For assistance with gas bills you will be referred to AGL's Staying Connected program.

Who is eligible

To be eligible you must be willing to agree to a personalised payment plan and to keep in regular contact. You must also have an outstanding ActewAGL account that can't be paid before your next bill for reasons which may include the following.

- Loss of income.
- Relationship breakdown.
- Physical or mental illness.
- Chronic illness of yourself or a family member.
- Budget management issues associated with low income.
- Business loss or failure.
- An unforeseen drop in income or rise in necessary costs.

To see if you are eligible or for more information call **1300 138 574** or visit actewagl.com.au/stayingconnected

Here are some tips that could help you save money by using less energy and water.

