



Having trouble paying your energy bill?

Help is available for when you need it

Paying your energy bill

If you're having difficulty paying a bill, there is support available to help you pay your bill. In Victoria, the government has rules to make sure energy retailers must help anyone who has difficulty paying their bill.

Where to get help with your energy bill

The Victorian Government's Energy Assistance Program is a free service to support you if you are having trouble paying or understanding your energy bills.

Phone **1800 161 215** to get one-on-one support with an energy advocate.

You cannot get disconnected if at least one of the following applies:



You owe less than \$300 to your energy retailer



You are making regular payments on a payment plan



You have applied for a Utility Relief Grant

Payment plans

Payment plans are a great way to manage your costs. A payment plan allows you to make smaller, more regular payments. For example, paying every two weeks instead of paying your bill in full every month. There are no extra costs for paying with a payment plan.

Centrepay

Centrepay is an automatic payment plan you can set up if you get a Centrelink payment. Centrepay is free and allows you to make regular energy bill payments from your Centrelink payment. Speak to your energy retailer about setting this up.

Utility Relief Grant

Utility Relief Grant is a \$650 payment each for electricity, gas and water available to concession card holders experiencing financial difficulty to help them pay unpaid bills.

Struggling to pay your energy bills and need help?

Phone **1800 161 215** to get free one-on-one support through the Victorian Government's Energy Assistance Program. Visit www.energy.vic.gov.au/for-households/energy-assistance-program



Energy,
Environment
and Climate Action

What if I owe money from a previous bill?

I can pay my next bill:

Call your energy retailer and set up a payment plan to help you pay the bills you previously missed.

Your payment plan can pay off the amount you owe over a two-year period.

I cannot afford to pay my next bill:

Call your energy retailer. They are required to help you to:

- Set up a regular payment for an amount that you can afford
- Put a hold on paying anything towards the amount you owe from previous bills
- Give advice on which of their energy plans will be cheapest for your home
- Access energy concessions and grants

I do not owe money from a previous bill, but what if I cannot pay my next one?

Call your energy retailer to set up a payment plan or extend the date you need to pay by. They are required to help you:



Set up a regular payment for an amount that you can afford



Get advice on which of their energy plans will be cheapest for your home



Access energy concessions and grants

What if my energy retailer does not offer me help when I need it?

Phone the Energy and Water Ombudsman. The Ombudsman is a free service to help resolve disputes. Just phone **1800 500 509** and have your energy bill handy.

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