Energy Assistance Program

# Free one-on-one support with your energy bills.

## Are you having trouble paying your energy bill or want to move to a cheaper energy deal?

We can help you:

* Understand your energy bill
* Check you aren’t missing out on your energy concessions
* Access extra financial support and get help with energy debt
* Find a more affordable energy deal
* Understand the best ways to save energy at home to reduce your bills
* Speak to your energy retailer and access hardship support

All you need is a copy of your most recent bill.

## What is the Energy Assistance Program?

* The Energy Assistance Program is a free service to support you if you are having trouble paying or understanding your energy bills.
* It will help you save energy and money at home.
* You’ll receive one-on-one support to access eligible energy concessions, find the cheapest energy offer for your household, get financial support with energy debt, and help with contacting your retailer.

## Eligibility Requirements

To access the program, you should:

* Hold a Commonwealth Government Concession card; or
* Be struggling or expecting to have trouble paying your energy bill.

# Need help with your energy bill? Call 1800 161 215 for free support

## How it works

To get help with your energy bills just follow 3 simple steps:

1. Find a copy of your **most recent energy bill**
2. Phone **1800 161 215** to get connected with our community partners
3. One of our **energy advocates can help you** understand and save money on your energy bills, access debt help and can speak to your energy retailer on your behalf.

Scan the QR code below or call **1800 161 215** to get help through the Energy Assistance Program



[**energy.vic.gov.au/households**](http://energy.vic.gov.au/households)

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**Accessibility**

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For assistance in languages other than English, contact Translating and Interpreting Services (TIS) on 131 450.

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