

Sometimes things happen in life that make it hard to pay your bills. Call your energy provider and talk to them about your situation.

You can also ask a support person to contact your energy provider for you.

**Your energy provider may be able to assist you with:**

- different options to pay your bills
- the best energy plan for you
- tips on how to manage your energy use
- information on government concessions, relief schemes, energy rebates and financial counselling services.

**Call your energy provider as soon as you know you may have trouble paying your energy bill.**

**If you are in a hardship program and meeting its conditions, your energy provider cannot disconnect you.**



This information applies to residential energy consumers in New South Wales, South Australia, Tasmania, Queensland and the Australian Capital Territory.

Australian Competition and Consumer Commission, 23 Marcus Clarke Street, Canberra, Australian Capital Territory 2601

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**Important notice**

The information in this publication is for general guidance only. It does not constitute legal or other professional advice, and should not be relied on as a statement of the law in any jurisdiction. Because it is intended only as a general guide, it may contain generalisations. You should obtain professional advice if you have any specific concern.

The ACCC has made every reasonable effort to provide current and accurate information, but it does not make any guarantees regarding the accuracy, currency or completeness of that information.



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**Life can be tough.  
Call your energy provider if you need help paying your electricity or gas bills.**



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## Know your rights

Under the law, your energy provider must have a hardship policy that tells you how they can assist you if you are having trouble paying your energy bills due to hardship.

You can find it on their website or ask them to send you a copy.

## What you need to do

Talk to the energy provider that sends your electricity or gas bills.

Tell them you're having a tough time and you need help paying your bills.

Make sure you tell your energy provider how much you can pay and when you can pay it.



Their contact information is on your bill.

If you're not happy with how your energy provider has helped you, call the energy ombudsman in your state or territory.

### New South Wales

Energy & Water Ombudsman NSW  
1800 246 545  
[ewon.com.au](http://ewon.com.au)

### South Australia

Energy & Water Ombudsman SA  
1800 665 565  
[ewosa.com.au](http://ewosa.com.au)

### Tasmania

Energy Ombudsman Tasmania  
1800 001 170  
[energyombudsman.tas.gov.au](http://energyombudsman.tas.gov.au)

### Queensland

Energy & Water Ombudsman  
Queensland  
1800 662 837  
[ewoq.com.au](http://ewoq.com.au)

### Australian Capital Territory

ACT Civil and Administrative Tribunal  
02 6207 7740  
[acat.act.gov.au](http://acat.act.gov.au)