

# Need help to pay your electricity or gas bills? You have rights

When life is tough and you need help paying your bill – 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.

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.

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



## What you need to do

Talk to the energy provider that sends your electricity or gas 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 are in a hardship program and meeting its conditions, your energy provider cannot disconnect you.**

**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

### South Australia

Energy & Water Ombudsman SA  
1800 665 565  
ewosa.com.au

### Tasmania

Energy Ombudsman Tasmania  
1800 001 170  
energyombudsman.tas.gov.au

### Queensland

Energy & Water Ombudsman Queensland  
1800 662 837  
ewoq.com.au

### Australian Capital Territory

ACT Civil and Administrative Tribunal  
02 6207 7740  
acat.act.gov.au



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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