

Fact sheet: What happens when an energy company goes out of business

Changes in the energy market, such as high electricity or gas prices, can sometimes cause an energy company to go out of business.

An energy company is the business that sends you your electricity or gas bill.

What happens if the energy company that supplies your electricity or gas goes out of business?

If your energy company has gone out of business, you don't need to worry about your electricity or gas being disconnected. You will be automatically transferred to a new energy company. The new company will make sure your energy stays on.

If you need help to find out who your new energy company is and want to speak with someone in your language, call the Translating and Interpreting Service on 131 450 and ask them to call the Australian Energy Regulator on 1300 585 165.

What price will my new energy company charge?

When your electricity or gas is moved to a new energy company, you will be put on a new energy plan. Your energy plan sets out how much you will pay for your electricity or gas.

On this plan you will be charged a price which may be more than the price you were being charged by your old energy company. Call your new energy company and ask them if there is a cheaper energy plan.

Can I change to a different energy company?

You do not have to stay with the new energy company you were automatically moved over to. You can choose to move anytime from your new energy company to another energy company.

To compare the standing offers from all of the energy companies in your area visit our energy price comparison website, [Energy Made Easy](#).

What if I have special requirements for life support equipment?

You should contact your new energy company urgently and tell them that you have life support equipment, such as oxygen concentrators, dialysis machines, ventilators and other equipment needed for life support.

You will also need to get a medical certificate from your doctor confirming that you need life support equipment. You will need to provide this certificate to your new energy company. Your new energy company must then register you as having life support equipment at your home.

Do I need to contact my new energy company, or will they contact me?

Your new energy company should contact you, usually by mail, within about five weeks.

You do not need to contact your new energy company, but it is a good idea to contact them if you:

- had trouble paying the energy bills from your old energy company and want to find out more about your bill payment options
- want to know whether you are on the best energy plan for you.

I owe money to my old energy company. What do I need to do?

You still need to pay your old energy company any money that you owe them. Contact your old energy company if you have any questions about different ways to pay the amount that you owe.