Need help paying your energy bills?
Information for Victorian energy customers

→ Your energy company is required to tell you about the help available including payment options. Call EWOV if you’re not happy with what’s offered.

1. Want to manage your energy bills before they get out of control?

If you have less than $55 owing on your bill, call your energy company and set up:
- an extension of the due date
- a payment plan – with regular/irregular instalments
- payment before the bill is due.

2. Have some outstanding debt on your energy bills?

Contact your energy company straight away and ask for a payment plan.
Be honest about what you can regularly afford to pay on your debt.
If you have a payment plan you can’t be disconnected or receive debt collection while you’re paying.

3. If you have $55 or more owing on your bill, the following payment options become available to you.

- You can repay the amount owed over 2 years (while also paying for usage).
- The amount owed can be put on hold for at least six months, while you pay less than you use (while trying to lower the energy used at the property).
Concessions can reduce your bills. But you must give your concession card details to your energy company for it to be applied and re-contact them when your card expires.

If you have $55 or more owing on your bill, your energy company should also tell you about the following help:

- government grants and concessions
- potential reviews of your contract/price to reduce ongoing costs
- practical advice to reduce energy usage.

There’s lots of help out there:

- Call the Victorian Department of Health and Human Services on 1800 658 521 or visit: http://ow.ly/ZSe6E to check your eligibility.

- National Debt Helpline – provides free, independent and confidential financial counselling service if you need help working out what is affordable for you to pay. 1800 007 007

- 1800Respect - National family violence telephone counselling 1800 737 732