

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).



4



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.

5



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.



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**

FOR FURTHER INFORMATION:

Online: ewov.com.au
Freecall: 1800 500 509
Email: ewovinfo@ewov.com.au

Post: GPO Box 469, Melbourne, Victoria 3001
Translating and Interpreting Service: 131 450
National Relay Service: 133 677