

Managing my energy account - what happens next?

Information for Victorian electricity and gas customers

→ *Now that EWOV has closed your case, we have referred you to a specialised team at your energy retailer to help you stay on top of things.*

It's very important that you work with this team.

They will make sure you receive more entitlements and keep your energy costs down.

If you don't stay in touch with them, you will miss out on help you are legally entitled to.

IMPORTANT NOTES FOR YOU TO KEEP:

My EWOV case number:

.....

My case with EWOV was closed on:

.....

My appointment with the retailer team has been set for:

.....

What can I expect?

Under Victorian energy law your retailer must provide you with 'practical assistance' to help you reduce your ongoing energy costs.

Practical assistance can include but is not limited to:

- A home energy audit.
- Regular updates on how much energy you are using, to help you keep track and use less when possible.
- A tariff review to make sure you're on the cheapest energy plan your retailer has. This may have been done during your case with EWOV, but you won't be switched to the new plan until you provide your consent. Make sure you do this (if you haven't already).
- A Utility Relief Grants Scheme (URGS) payment. EWOV likely talked to you about this, but you may have an application still in process when we closed your case, OR your retailer may have agreed to help you with an URGS application following the closure of your case. It is important that you follow this up when you speak with your retailer.
- Other steps, such as appliance upgrades, depending on your retailer.

What is a home energy audit?

An energy audit involves examining your home and seeing what changes you can make to reduce your energy costs. The audit could be conducted remotely over the phone, or by an in-person home visit.

An energy audit will consider the kind of electrical and gas appliances you have, and also aspects of your home such as unsealed doors and windows and whether you have home insulation or not.

Often, there are a lot of small, simple changes you can make to save energy and reduce your bills.

An energy audit will help you find those changes.

! **Important:** Remember these are your energy rights, but if you don't keep contact with your retailer you may not receive them. It pays to stay in touch!

For more information on URGS and other concessions, contact the DHHS concession information line on: **1800 658 521**

Or visit: <https://services.dhhs.vic.gov.au/utility-relief-grant-scheme>



A lot of other organisations can help you too, including:

- **National Debt Helpline**
1800 007 007 - Provides free, independent and confidential financial counselling service, if you need help working out how much you can afford to pay.
- **1800Respect**
1800 737 732 - National family violence telephone counselling.

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