

ENERGY BILLS FACTSHEET



CAN'T PAY YOUR GAS OR ELECTRICITY BILL

You're entitled to help from your energy company. It can:

- offer an extension on your due date.
- arrange a payment plan to repay arrears & ongoing usage.

The company should talk to you about available concessions & grants & about whether you're on the best plan.



CALL YOUR COMPANY EARLY

- Call your company when you realise you can't pay a bill – don't wait, the problem won't go away.
- When you call the company, ask for the HARDSHIP team.
- Talk about payment plan options - based on what you can afford & what you're using per fortnight (as a \$ value) - this way your debt isn't increasing.
- Set up a regular payment from your bank account on your pay day.
- If you think you'll miss a payment, call before, and let them know.
- If you maintain your payment plan you cannot be disconnected.



IT'S BRAVE TO ASK - GET THE BEST DEAL

- When you speak with your power company always check that you are on the best energy plan for your situation.
- Check if you're entitled to any concessions. If you have a Gold Card or a Health Care Card or Pension Card your concessions can be substantial, for example in Victoria the discount is 17.5%.
- Ask if your power company has any special offers such as matching your fortnightly payments.
- You can also go online & compare offers from different companies (we recommend using a government comparison site).

ENERGY BILLS FACTSHEET



IMMINENT DISCONNECTION

- If you don't pay your electricity or gas bill your power company may disconnect your services.
- But before you're disconnected you should receive a reminder & disconnection warning notice.



ENERGY EFFICIENCY

Little changes to how you use your electricity & gas can have a big impact to your bills. Here are some tips to increase your energy efficiency & save you money.

You can also ask your energy company about ways to reduce what you use.



DRAUGHTS

ADD WINDOWS FURNISHINGS.
CHECK & BLOCK DRAUGHTS.

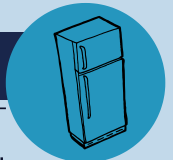


HEATING & COOLING

AIR-CONS: 24 -26C & HEATERS: 18-20C
CLOSE THE DOOR TO KEEP HEAT/COOL AIR IN.
TURN IT OFF WHEN YOU LEAVE A ROOM

FRIDGES & FREEZERS

CHECK SEALS ARE TIGHT
TURN OFF 2ND FRIDGE IF NOT USED.



WASHING

USE COLD WATER TO WASH.
ONLY WASH WITH A FULL LOAD.
HANG CLOTHES OUT - DON'T USE A DRYER



HOT WATER

LIMIT YOUR SHOWER TO 5 MINS

