

Help is available.

Contact your energy retailer.

Many people are finding it hard to pay their energy bills.



Contact your energy retailer first.

This will stop your electricity being disconnected. Your energy retailer must help you when you contact them. **To contact your energy retailer, you will find their number on your bill.** You can also ask about their hardship program to find out what help is available to stay connected.

Your energy retailer can help you with:

- setting up flexible, interest-free payments
- hardship support – you cannot legally be disconnected if you continue to make the agreed payments on a hardship plan
- getting a better, cheaper energy plan (if applicable)
- finding ways to save energy
- information on government supports available to you.



Scan this QR Code to find your energy retailer's contact details.

Do you need help calling your energy retailer?

Ask a support person for help

Ask a friend or family member to help you call, or call for you. You can provide authority for them to talk on your behalf.

Contact a financial counsellor

Ask a free and confidential financial counsellor on the National Debt Helpline to contact your retailer for you and negotiate an affordable payment plan to keep your energy connected. Call **1800 007 007** Mon to Fri 9.30am to 4.30pm or go to **www.ndh.org.au**

Do you need help communicating?



For an interpreter call **131 450** for the cost of a local call and ask them to contact your energy retailer or the National Debt Hotline on **1800 007 007**.



Speech or hearing-impaired contact the National Relay Service and ask them to contact your energy retailer or the National Debt Hotline on **1800 007 007**.

Call **1800 555 660** or TTY **133 677** or SRS **1300 555 727** or go to **www.accesshub.gov.au**

Help is available.

More help to pay your bill.



Help with the cost of your bills.

Eligible Queenslanders on low or fixed incomes can apply for household concessions to help with the cost of energy bills through the Queensland Government.



Phone **13 QGOV (13 74 68)**



Go to **www.qld.gov.au/smartsavings**



Family safety support is available.

Retailers know family violence can affect your bill payments and will help you stay connected.



Contact your retailer for confidential support



Call DVConnect on **1800 811 811** 24 hr/7 days a week domestic violence help line



Call **1800 RESPECT (1800 737 732)**



Call Mensline 1800 600 636 9am to Midnight 7 days a week

A free and confidential helpline that assists men to change their abusive behaviours or to access safety from abuse



Help with your retailer.

The Energy Ombudsman Queensland provides free and fair dispute resolution.



Freecall by landline (mobiles can request a call back) **1800 662 837**



Go to **www.ewov.com.au**

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partnership by:



**National
Customer Code**
Knock to Stay Connected
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