

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) - you can seek support from a financial counsellor before agreeing to a plan that may not be affordable
- 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 Tasmanians on low or fixed incomes can apply for household concessions to help with the cost of energy bills.



Phone **1300 13 55 13** 8am – 5.30pm weekdays



Email **ask@service.tas.gov.au**



Go to **www.concessions.tas.gov.au/concessions/electricity_and_heating**

For free and confidential help with other household costs, contact Uniting:



Call **03 6234 1296**



Go to **www.unitingvictas.org.au/services/emergency-relief**

For financial counselling support from the National Debt Hotline, operated by Anglicare Tasmania:



Call **1300 111 278**



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



Family Violence Counselling and Support Service 1800 608 122. 9:00am to midnight on weekdays and 4:00pm to midnight on weekends and public holidays



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



Help with your retailer.

The Energy Ombudsman Tasmania provides free and fair dispute resolution.



Freecall by landline (charges apply for mobiles) 1800 001 170 9am - 4:30pm weekdays



Email **energy.ombudsman@ombudsman.tas.gov.au**



Go to **www.energyombudsman.tas.gov.au**

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partnership by:



**National
Customer Code**
Knock to Stay Connected
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Choice, support and hope