

Having trouble paying your electricity and gas bills? You have rights.

Energy businesses must help Victorian households with their electricity and gas bills

If you have an unpaid energy bill, but can afford to pay for your ongoing use



Ask your energy business for 'tailored assistance'.

Your energy business will also contact you to offer help if you miss a bill and owe more than \$55.

Your energy business must offer you:

- a plan to pay off your bills (up to two years)
- information on your energy use and how to lower it
- advice on other assistance (including government-funded grants and energy concessions).

If you have unpaid energy bills and can't afford your ongoing use



Ask your energy business for 'tailored assistance' and let them know you can't afford to pay for your ongoing energy use.

Your energy business will also contact you to offer help if you miss a bill and owe more than \$55.

Your energy business must offer you:

- a pause on your debt payments for six months
- to pay less than the full cost of your energy use (this may be added to the amount you owe later)
- information on your energy use and how to lower it
- advice on other assistance (including government-funded grants and energy concessions)
- the best price that works for you
- practical help to reduce your energy bills (for example, use of energy efficiency products).

If you need help staying on top of your energy bills



Ask your energy business for 'standard assistance'.

You can access three of the following payment options:

- pay smaller amounts more often
- change how often you pay
- delay payment of a bill (you can do this once per year)
- pay in advance when you have the money.

Getting help that works for you

If you are getting help from your energy business, you must work with them to manage your energy bills. Talk to your energy business as soon as you know you may have trouble paying your energy bills.

Who you need to talk to

Talk to the business that sends your electricity or gas bills.

If they can't help, call the Energy and Water Ombudsman (Victoria) on 1800 500 509 (free call).

View more information

The Essential Services Commission regulates licences for Victorian gas and electricity businesses, and publishes codes and guidelines that regulated businesses must follow. Visit our information hub for consumers at www.esc.vic.gov.au/payingenergybills.

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