



# HELPING YOU STAY ON TRACK

Are you, or someone you know, worried about upcoming electricity or gas bills? Your energy retailer can help.

We understand you may need some extra help during this difficult time and retailers are working to assist those who need additional support. Your retailer can help you to stay on track, keep up with a payment plan, and provide advice if you need some extra help.

There's support available even if you haven't missed a bill. With more people now working from home, retailers can provide practical advice on how to reduce your energy consumption and lower your bills, and can advise on discounts and government support.

## Trouble paying your bills? Contact your energy retailer for help.

We know more households are facing financial and employment difficulties right now. Your energy retailer is prepared and ready to help.

If you need additional support contact your electricity and gas retailer for a confidential discussion. Your retailer's contact number is located at the top of your electricity and gas bill.

## There's help available even if you have not missed a bill payment.

- Working from home? Your energy retailer can help you lower your energy usage and lower your bills.
- Has COVID-19 affected your ability to pay your energy bills? You can spread your payments out to help.
- Worried about upcoming bills? You and your retailer can set up a payment plan that works for you.
- Getting JobSeeker? You're eligible for concessions on your energy bills that can save you money. Contact your retailer to ensure you don't miss out.

## Talk to your retailer about discounts and government support.

State governments also offer a wide range of support measures for customers impacted by COVID-19, learn more about state support programs at [www.energycouncil.com.au/coronavirus](http://www.energycouncil.com.au/coronavirus)

## Supporting Customers

Are you, or someone you know, worried about upcoming bills? Talk to your energy retailer so they can understand your situation and work with you to put the right support plan in place.

Energy retailers offer a broad range of assistance and can help you to manage upcoming bills, spread your payments over an extended period, or defer your payments to a later date. You can work together with your retailer to set up a plan that works for you.

### FACTSHEET: HELPING YOU STAY ON TRACK

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