

# HELP TO STAY ON TOP OF YOUR ENERGY BILL

## COVID-19 SUPPORT



Are you, or someone you know, worried about upcoming energy bills? Your electricity and gas retailer is prepared and ready to help.

Your retailer can help you stay on track, keep up with a payment plan, and provide advice if you need some extra help.

### Worried about upcoming bill payments? There's help.

We understand you may need some extra help during this difficult time and energy retailers are working to assist those who need additional support.

If you're worried about upcoming bills because your circumstances have changed, contact your electricity and gas retailer so they can understand your situation and put the right support plan in place.

What you discuss with your retailer remains confidential.

**Your retailer's contact number is located at the top of your electricity and gas bill.**

### Supporting customers

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.

There's support available even if you haven't missed a bill. Retailers can provide practical advice on how to reduce your energy consumption and lower your bills, and advise on discounts and government support that you may be eligible for.

**Remember, there's help available even if you haven't missed a payment. What you discuss with your retailer remains confidential.**

For more information, including translated resources, visit:

[www.energycouncil.com.au/coronavirus](http://www.energycouncil.com.au/coronavirus)