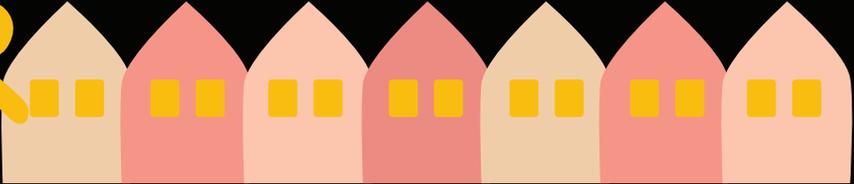


# Keep **POWER** on in our communities



BEING HOME MORE OFTEN BECAUSE OF COVID-19 WILL INCREASE YOUR ENERGY BILL AND COSTS. THERE IS HELP AVAILABLE.

IF YOU ARE HAVING TROUBLE PAYING YOUR BILL, REACH OUT TO YOUR PROVIDER EARLY. (THEIR PHONE NUMBER IS ON YOUR BILL.)



## ask about:



WHAT HARDSHIP SUPPORT THEY CAN OFFER YOU. MANY PROVIDERS ARE OFFERING EXTRA SUPPORT AT THIS TIME AND HAVE STAFF WHO ARE TRAINED TO HELP.

IF THEY CAN OFFER YOU A BETTER DEAL. IF YOU HAVEN'T CHANGED YOUR PLAN IN A WHILE, UPDATING YOUR PLAN COULD SAVE YOU MONEY.

IF THERE ARE ANY GOVERNMENT REBATES AND CONCESSIONS THAT CAN HELP YOU.

A PAYMENT PLAN, TO PAY YOUR BILL OVER A LONGER TIME OR MAKE SMALL REGULAR PAYMENTS. IF YOU DO THIS AND STAY ON THE PLAN, YOU WON'T BE DISCONNECTED.

IF YOU HAVE AN ISSUE WITH YOUR ENERGY PROVIDER, YOU CAN SEEK HELP FROM THE ENERGY OMBUDSMAN IN YOUR STATE OR TERRITORY. YOU CAN FIND THE PHONE NUMBER HERE:

[HTTPS://WWW.AER.GOV.AU/CONSUMERS/USEFUL-CONTACTS-FOR-CUSTOMERS](https://www.aer.gov.au/consumers/useful-contacts-for-customers)

 FEELING UNWELL? CALL HEALTHDIRECT ON 1800 022 511

 FOR TIPS ON SAVING ENERGY AT HOME, VISIT: [ENERGY.GOV.AU](https://www.energy.gov.au)