



COVID-19 - Customer Resources

Links to support available to residential and small business energy customers affected by COVID-19

1 ENERGY SECTOR RESPONSE TO COVID-19

Australian Energy Regulator:
[Statement of Expectations](#)

Small Business Groups:
[Business SA](#) [CCIQ](#) [COSBOA](#)
[NSW Business Chamber](#)

Department of Energy:
[For Business](#)
[For Households](#)
[Government Response](#)

TCP:
[Energy Industry Response](#)

2 ENERGY SAVING TIPS WHILE @ HOME

EWON:
[Energy Saving Tips](#)
[Fact Sheet](#)
[Ways to Save on Bills](#)

DELWP:
[Energy Saving Tips](#)

There is also a wide range of material available on energy retailers' websites.

3 STATE BASED CUSTOMER SUPPORT & ADVICE

ACT & NSW (EWON):
[Help Paying Bills](#) [Ways to Save on Bills](#)
[Difficulties Paying Bills](#) [Disconnections](#)
[Estimated Bills](#) [Rebates & Concessions](#)

QLD (EWOQ):
[Payment Assistance](#) [Disconnections](#)
[Essentials for Community Workers](#)

SA (EWOSA):
[Experiencing Financial Difficulty](#) [Payment Assistance](#) [High Bills Explained](#) [Avoid Disconnections](#) [Emergency Electricity](#)
[Payment Scheme](#)

TAS (Ombudsman):
[Can't Pay your Bill](#) [Disconnections](#)
[High Bills](#)

VIC: (EWOV) [Fact Sheets](#)
[Resource Videos](#) (ESC) [Customer Rights](#) (DHHS) [Utility Relief Grants](#)

WA (Ombudsman): [Dispute Resolution](#) (Gov) [Business & Industry Advice](#)
[Concessions](#)

4 SELF METER READING

Information from retailers about how customers can read meters by themselves.

[ActewAGL](#)
[AGL](#)
[Aurora Energy](#)
[Ausgrid](#)
[Energen](#)
[Ergon](#)

[EnergyAustralia](#)
[Essential Energy](#)
[Jemena](#)
[Horizon Power](#)
[Origin](#)
[Powershop](#)

These are difficult times for all of us. Some customers may find it useful to talk to someone. 24hr hotline support is available at: **Lifeline: 13 11 14** or **Beyond Blue: 1300 22 4636**.

This resource was put together by The Energy Charter, the Energy and Water Ombudsmans and other stakeholders. This is an interactive pdf with hyperlinks. Not for printing. Version 3. Last updated 11am 6 April 2020.