

## Energy bills: Help and advice for students

#### ENERGY SAVING TIPS WHILST AT HOME

Quick win energy efficiency and savings tips that will help you save money: <u>Easy Energy Efficiency Guide</u> <u>Manage Your Energy</u> <u>Winter Warm Energy Saving Tips</u> <u>Working From Home: What \$2.78 a day gets you</u>



#### YOUR ENERGY RETAILER

Your energy retailer has specific information on their website about the support they can offer you including payment plans, payment extensions and hardship arrangements.

# STATE SPECIFIC SUPPORT AND ADVICE

	ACT	NSW	QLD	SA	TAS	VIC	WA
GENERAL INFO	Your Rights Assistance Finder	<u>Your Rights</u>	Your Rights General Assistance Information	<u>Your Rights</u> <u>High Bills</u> Explained	<u>Your Rights</u>	Fact Sheets	Complaints & Dispute Resolution
LOWER YOUR BILLS Ways to save on your bills	<u>Ways to Save</u> <u>on Bills</u>	<u>Ways to Save</u> on Bills	<u>Ways to Save</u> on Bills	<u>Ways to Save</u> on Bills	<u>High Bills</u>	<u>Ways to Save</u> on Bills	<u>Ways to Save</u> on Bills
MANAGE YOUR BILLS Help paying bills Difficulty paying bills Disconnections Estimated bills	Help Paying Your Bills Dispute Resolution Disconnection	Help Paying   Your Bills   Difficulty   Paying Bills   Disconnection   Estimated   Bills	<u>Help Paying</u> Your Bills Disconnection	Financial Support Emergency Payment Scheme Disconnection	<u>Can't Pay</u> Your Bill Disconnection	Payment Difficulties Your Rights Disconnection & Debt Restriction Estimated Bills	
FINANCIAL ASSISTANCE Rebates, concessions & payment assistance	<u>Concessions</u>	<u>Rebates &amp;</u> <u>Assistance</u>	<u>Payment</u> <u>Assistance</u>	<u>Payment</u> <u>Assistance</u>		Relief Grants Concessions & Grants	



### **EMPOWER YOURSELF - SELF METER READING**

Due to COVID-19, some networks are unable to conduct meter reads so your energy bill may be estimated. If you'd prefer to read your meter yourself, check out some of the information below:

<u>ActewAGL AGL Aurora Energy Ausgrid Energex Ergon EnergyAustralia Essential Energy Jemena Horizon Power</u> <u>Origin</u>



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 is proudly supported by The Energy Charter. This is an interactive pdf with hyperlinks. Not for printing. Version 2. Last updated 9:25am 28 April 2020.