

You are not alone. Help is available.

Many people find it hard to pay their energy bills at times. Here is what you can do to stay connected and get the support you need to get back in control.



What should you do first? Contact your energy retailer for help.

If you are having trouble paying your bills, contact your energy retailer and let them know. Your energy retailer must help keep your power connected. Your retailer can set up or change a payment plan, or you can ask to be put on their hardship program to get extra support. Your retailer will help you with:

- flexible payment options
- help getting on a better energy plan (if applicable)
- tips to save energy
- information about what government supports are available.

Do you need help managing your bills?

Speak to a financial counsellor on the National Debt Helpline.

They provide free and confidential financial advice to help you pay your bills.

Call **1800 007 007** Mon to Fri 9.30am to 4.30pm or go to **www.ndh.org.au**



If you need a translator or interpreter call **131 450** for the cost of a local call, then ask them to contact the National Debt Hotline on 1800 007 007

If you are speech or hearing impaired call the National Relay Service on **1800 555 660** or (TTY) **133 677** or (SRS) **1300 555 727** or go to **www.accesshub.gov.au** and ask them to contact the National Debt Hotline on 1800 007 007

What can you do next? There is more help available.

Up to \$500 is available.

Contact an Energy Accounts Payment Assistance provider who can provide up to \$500 to help you pay your energy bills. To find a provider go to **www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme**

Government financial support is available.

The ServiceNSW Cost of Living service will show you the full range of financial assistance offered by the NSW Government including energy rebates. Call **13 77 88** or go to **www.service.nsw.gov.au/campaign/cost-living** or visit your closest Service NSW Centre.

Family safety support is available.

If you are experiencing any sort of family or domestic violence, let your energy retailer know as they are required to take this into account and this may help prevent disconnection. Contact your energy retailer for confidential support on your energy bills.

For counselling and information about what you can do and help to work out your options. Call NSW Domestic Violence Line on **1800 65 64 63**

You can also call 1800 RESPECT (**1800 737 732**)

You are not alone. Help is available.

What else can you do? Contact services who can help.

There are other services who can help you and your family with whatever challenges you are facing.



Help with an issue with your retailer is available.

The Energy and Water Ombudsman NSW provides free and independent dispute resolution. If you can't resolve an issue with your energy or water provider, they can offer you advice and assistance.

Freecall **1800 246 545** or go to **www.ewon.com.au**



Find support services near you.

AskIzzy can connect you with housing, a meal, money help, health and wellbeing services, family violence support, counselling and more.

Go to **www.askizzy.org.au**

Some mobile phones can allow you to visit the website without credit or access to Wi-Fi.



For food, clothing or household goods.

These services will offer financial or other assistance such as food and clothing and advice. They will also help you connect with other local support services.

Call Vinnies Adelaide (metro areas) on **1300 729 202** Mon to Fri 9am to 1pm.

For regional areas visit a SA Vinnies shop. To find a shop go to **www.vinnies.org.au/shops**



For housing support.

RentRight SA's housing advice and advocacy service is a free, independent service, helping people sustain their tenancies in private rental, community housing, rooming houses or public housing.

Call **1800 060 462** Mon to Fri 8am to 8pm or go to **www.syc.net.au/rentrights**

Homeless Connect SA is state-wide 24hour telephone service for anyone experiencing or worried about homelessness.

Call **1800 003 308** or go to **www.homelessconnectsa.org**



If you're feeling distressed or overwhelmed.

These services will listen to you, offer support, and help you connect with other services.

Call LifeLine on **13 11 14**

Call Beyond Blue on **1800 512 348**

The suicide call back service on **1300 659 467**

Go to **www.headtohealth.gov.au** for resources to help you with your mental health and wellbeing.

Call the Drug Info line on **1300 85 85 84** for confidential information about alcohol or other drugs and support for yourself or someone you're concerned about.

Delivered in
partnership by:



**National
Customer Code**
Knock to Stay Connected
Proudly supported by the Energy Charter

