



## **A LITTLE SUPPORT WHEN TIMES GET TOUGH**

We understand that life gets tough sometimes. When it does, everyday activities such as paying your energy account can become more difficult than normal. We've developed an Energy Support Program to help customers who are experiencing genuine hardship overcome their difficulties, while minimising the chance of their energy supply being lost.

### **A few more details about the program**

The Australian Power & Gas Energy Support Program provides advice and support. We understand that each customer's situation is unique, which is why we talk to customers to find a plan to suit their specific circumstances. Individual assistance could include:

- tailored payment plans to reduce debt and make future accounts more manageable
- energy efficiency advice
- information on Government assistance programs
- information on other support services and financial counselling
- incentive payments
- home efficiency audits
- appliance assistance.

### **Want to have a chat to us about the program?**

If you ever find it difficult to pay an account, please call us to discuss the situation and we'll see what we can do to help. The earlier the call to us, the better - before the due date of your account, if possible.

**Speak to a dedicated specialist** – call us on **free call number 1800 007 225** if paying your energy accounts is proving difficult. We have a dedicated specialist who can talk to you to find the mix of solutions to help you manage your situation.

**Interpreter services** – if you would like to talk to us in your own language, please call the Telephone Interpreter Service on **131 450** and they will contact us for you.

**Large print version** – If you require this document to be provided in large print, please contact our customer service team on **133 298** and we will post a copy to you.