

Real help. Right now.



Help with your energy bills

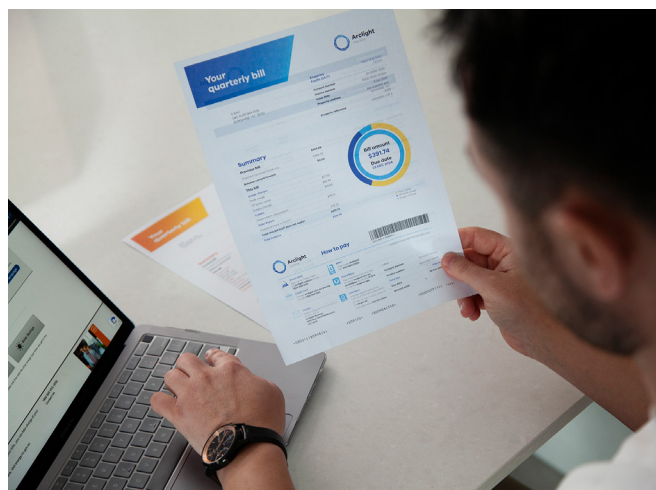
If you are having trouble paying your energy bill, there are rules which mean your energy company must let you know what help is available.

Visit www.energy.vic.gov.au/households/save-energy-and-money

Payment Difficulty Framework

Victoria's Payment Difficulty Framework is the nation's strongest protection regime for households having trouble paying their bills.

Under this framework, energy companies **must** work with you to help you manage your energy costs and avoid disconnection. While engaging with and receiving assistance from your energy company you cannot have your electricity or gas disconnected for non-payment or be pursued for debt.



If you have less than \$55 owing on your bill, you can call your energy company to set up:

- an extension of the due date
- a payment plan – with regular/irregular instalments
- partial payment before the bill is due.

If you have \$55 or more owing on your bill:

- you can repay the amount owed over 2 years (while also paying for usage)
- the amount owed can be put on hold for at least six months, while you pay for less than you use.

Your energy company must also tell you about the following help available:

- government grants and concessions
- potential reviews of your contract to reduce ongoing costs and provide you with the best energy offer available
- practical advice to reduce your energy usage.

Concessions and grants for eligible card holders and low-income households

Concessions

If you're an eligible concession card holder, you can apply for a range of discounts and rebates to help reduce your bills. These include:

Utility Relief Grant – Up to \$650 on each utility in a two-year period, or \$1,300 for households with a single source of energy (e.g. electricity only), for those in low-income households to help pay overdue energy bills due to a temporary financial crisis. Talk to your energy company to check your eligibility. They will provide you with an application form and help you to fill it out if you need assistance.

Annual electricity concession – a 17.5% discount off your annual electricity bill.

Winter gas concession – a 17.5% discount off your gas bill to help ease the cost of living during the winter months (1 May to 31 October each year).

Excess electricity concession – for domestic mains electricity usage and service costs above \$3,895.13 (reviewed annually) for the 12 months from 1 December 2024.

Excess gas concession – for domestic mains gas usage and service costs above \$2,499.14 in the period from 1 May to 31 October 2025.

Non-mains energy concession – help to cover yearly energy costs if you live in an embedded network or source non-mains energy for your heating, cooking and hot water.

To talk to someone, call the Victorian Concessions Information Line on **1800 658 521**.

Energy Assistance Program

The Victorian Government's Energy Assistance Program is a free service designed to support you if you are having trouble paying your energy bills. It will help you save money and engage with your energy retailer. The program aims to:

- provide you with one-on-one help to navigate the energy market
- help you manage the rising cost of living by saving money on energy bills

To access the program, you should:

- hold a Commonwealth Government Concession card; or
- be struggling (or expect to struggle) to pay your energy bill.

To speak to an energy advocate, call 1800 161 215 – Monday to Friday 9am – 5pm (except public holidays) to book a phone appointment.

The Energy Assistance Program is delivered in partnership with Anglicare Victoria.

Visit www.energy.vic.gov.au/households/save-energy-and-money

Visit energy.vic.gov.au/households/save-energy-and-money

Disclaimer

This publication may be of assistance to you but the State of Victoria and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.



For assistance in languages other than English, contact Translating and Interpreting Services (TIS) on 131 450.