

Energy Assistance Program



Free one-on-one support with your energy bills.

Are you having trouble paying your energy bill or want to move to a cheaper energy deal?

We can help you:

- Understand your energy bill
- Check you aren't missing out on your energy concessions
- Access extra financial support and get help with energy debt
- Find a more affordable energy deal
- Understand the best ways to save energy at home to reduce your bills
- Speak to your energy retailer and access hardship support

All you need is a copy of your most recent bill.

What is the Energy Assistance Program?

- The Energy Assistance Program is a free service to support you if you are having trouble paying or understanding your energy bills.
- It will help you save energy and money at home.
- You'll receive one-on-one support to access eligible energy concessions, find the cheapest energy offer for your household, get financial support with energy debt, and help with contacting your retailer.

Eligibility Requirements

To access the program, you should:

- Hold a Commonwealth Government Concession card; or
- Be struggling or expecting to have trouble paying your energy bill.

Need help with your energy bill? Call **1800 161 215** for free support

How it works

To get help with your energy bills just follow 3 simple steps:

1. Find a copy of your **most recent energy bill**
2. Phone **1800 161 215** to get connected with our community partners
3. One of our **energy advocates can help you** understand and save money on your energy bills, access debt help and can speak to your energy retailer on your behalf.



Scan or call **1800 161 215**
to get help through the
Energy Assistance Program

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Accessibility

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