

Payment assistance

If you are having difficulties paying your energy bills, this Fact Sheet will help you find some options for financial assistance.

Read this Fact Sheet if you:

- can't afford to pay your bill by the due date have financial difficulties
- need help dealing with a financial crisis
- are a pensioner
- are trying to reduce your energy bills.



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Financial hardship programs

If you are experiencing extreme difficulty paying a bill because of circumstances outside your control (for example loss of income or illness), a financial hardship program can help you pay off your debt through an affordable payment plan.

Hardship programs can also offer further help and advice about energy or water efficiency and ways to reduce your energy and water costs in the future. Contact your energy or water supplier for more information.

Instalment plans

A payment instalment plan allows you to pay an agreed amount regularly towards your bill. Energy and water suppliers offer several payment methods and some flexibility in arranging a payment plan that you can afford.

Contact your supplier(s) as soon as possible to discuss what options they can offer.

Remember, only agree to an amount you can realistically afford because if you break the payment plan your supplier can disconnect your energy or restrict your water supply.

Your supplier can only refuse to offer a payment plan if you have broken previous plans. If you and your energy or water supplier cannot agree on your instalments, contact us for assistance.

Centrepay

Centrepay allows you to automatically deduct an amount from your Centrelink pension or benefit payment and to pay it to your energy or water account. If you make a payment every week, fortnight or month, you will owe less on your next bill, making it easier to pay.

Contact Centrelink for information on how to set up Centrepay.

Financial counselling

Financial counselling services can help you manage a short-term crisis and plan to prevent a future one. Counsellors also can help you remain independent and take full control of your financial affairs.

Financial counsellors can:

- help you organise your financial information, prepare a budget for you and suggest how you can change and improve your financial situation
- find out if you are eligible for any government assistance
- talk to suppliers on your behalf
- explain how suppliers collect debts
- explain bankruptcy and other options
- refer you to other services, for example, gambling support, family support or personal counselling or community legal aid.

For assistance call the Financial Counselling Telephone Helpline on 1800 007 007.

Discounts for Concession Card holders

If you are an eligible pensioner and hold a SA Government Senior Card or Pensioner Concession Card you can get a concession discount. The concession discount is applied to your electricity account.

Concession Card holders can also get rebates on their water bills. Contact your supplier or the Concessions SA hotline on 1800 307 758 for more information.