



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

When providers can disconnect energy

Your provider can disconnect your electricity or gas if you:

- give false information when you are connected
- do not give safe access to your meter for 3 meter reads in a row
- do not pay your bill or security deposit
- do not give acceptable identification when your provider asks for it
- damage the distributor's equipment or use the energy illegally.

When providers can't disconnect energy

Your provider cannot disconnect your energy:

- if someone in your household relies on life support equipment
- if you have made a complaint to us about your disconnection or your disconnection warning
- if the amount you owe on your bills is less than the minimum amount set by the Australian Energy Regulator.

Unless it is a planned interruption, your energy provider cannot disconnect your supply at the following times:

- after 3pm, Monday to Thursday
- on Friday, Saturday, Sunday, public holidays or the day before a public holiday
- 20 December to 31 December inclusive
- in extreme weather such as a heatwave.

Fair warning

Energy disconnections usually happen because of non-payment.

To disconnect your energy for not paying your bill, your provider must follow these two steps:

Step 1: Send you a reminder notice.

This notice must tell you how much money you owe and give you 6 days to pay it.

If you do not do what the reminder notice says, the provider will move to step 2.

Step 2: Send you a disconnection warning notice.

This notice will tell you that your energy will be disconnected after 5 business days.

'Dear occupant' letters

If you have not set up an account with your provider, your provider might send you a reminder or warning letter that is addressed to:

- the occupant
- the customer
- the resident.

Make sure you read these letters too.

Restoring your supply

If your energy is disconnected, contact your provider straight away to work out when it can be restored.

Payment help

All providers must offer help for customers who are having trouble paying their bill.

If you're having trouble paying your bill, your provider can:

- offer you a payment plan
- check if you can get any rebates or concessions
- put you on a financial hardship program
- give you information about independent financial counselling services
- check your energy use to see where you can save money
- put you on the best energy plan for you.

Payment plans

If you go on a payment plan, you must make the payments you agree to.

If you don't, your provider may:

- disconnect your supply
- refuse to give you a payment plan next time you ask for one.

If you can't agree on a payment plan, contact us for help.

Provider mistakes

Your provider may have to pay you compensation if they:

- do not follow the laws or the proper procedures when they disconnect your energy
- disconnect your property by mistake
- do not give you a warning notice.

Emergencies

Your provider can disconnect your energy if they have to in an emergency. This is a different situation. If this happens, your provider must restore your supply as soon as they can.

More help

If you can't resolve this issue with your provider, call us.

We are independent and can help you reach a solution that is fair to you and fair to your provider.

For more help, see our fact sheets:

- *Making a complaint.*
- *Payment help*
- *Concessions.*