

Your energy bill A Checklist

Stick me on
your fridge as
a reminder!

Can you:



Get a better deal with your current retailer?

Check your bill, then call to ask about it.

Get a better deal with a different retailer?

Visit www.EnergyMadeEasy.gov.au to check for a better plan.

Are you on a Time of Use plan or have solar panels?

If so, try using electricity at a cheaper time of day.

Ways to pay:

What is your energy cost per fortnight?

Consider paying it each fortnight to make budgeting easier.

Divide the new charges on a recent bill by the number of days, times by 14.

i.e. $\$822 / 91 = \$9.03 \times 14 = \$126$ (the cost per fortnight)

\$_____ / _____ X 14 = \$_____

Do you receive a Centrelink payment?

You can pay your bill via Centrepay

Can you pay by BPAY or 'bill smoothing' with your retailer?

It makes your electricity bills manageable and predictable.

Are you eligible for a pay on time discount?

SA Energy Concessions:

- Are you eligible?
- Are you receiving them?

Google "SA Gov Household Concessions" for the online form or call [1800 307 758](tel:1800307758) for more information.

Are you eligible for any other concessions or support payments?

Check for SA Government or Services Australia payments.

Are you struggling to pay your bill?

Ask your retailer for help or access to their hardship plan if you are in financial hardship. If you need financial help with more than energy – consider making an appointment with a Financial Counsellor. Call 1800 007 007.

Places to find help

Your retailer

Find their contact details at the top of your bill or in emails.

Note: Energy retailers must have a family and domestic violence policy. You can ask your retailer about extra protections and support.

Energy and Water Ombudsman of SA (EWOSA)

Phone: 1800 665 565

SMS: 0488 854 555

Web: www.ewosa.com.au (fact sheets and live chat)

Energy Advisory Service

Phone: 08 8204 1888 or 1800 671 907 (free call from fixed lines)

Email: energyadvice@sa.gov.au

Web: energyadvice.sa.gov.au

National Debt Helpline

Phone: 1800 007 007 (9.30am-4.30pm Monday to Friday)

Web: www.ndh.org.au (Live chat with a financial counsellor or find self help fact sheets)



ENERGY & WATER
OMBUDSMAN SA



**NATIONAL
DEBT
HELPLINE**®
1800 007 007



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